

FIG. 1

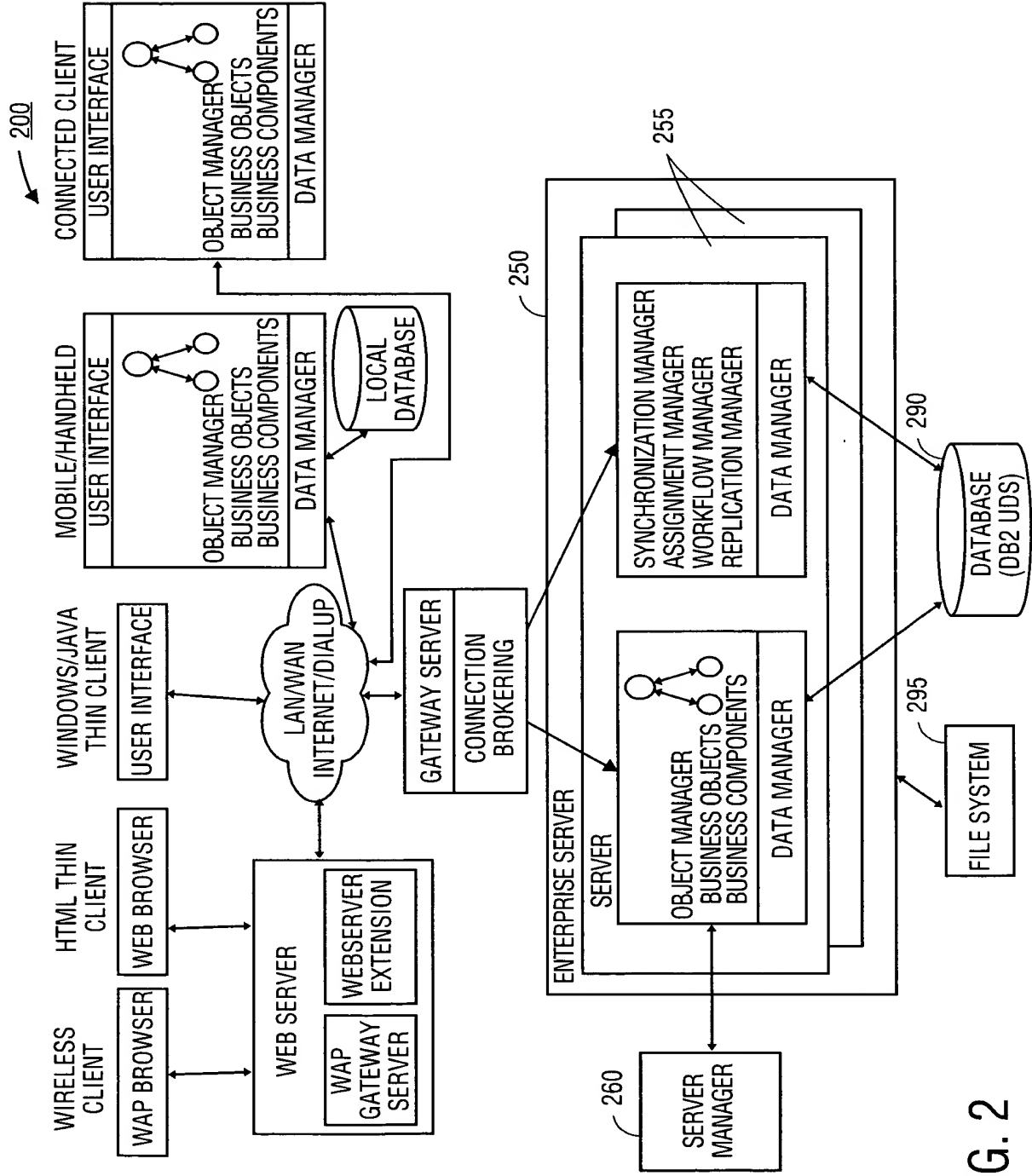


FIG. 2

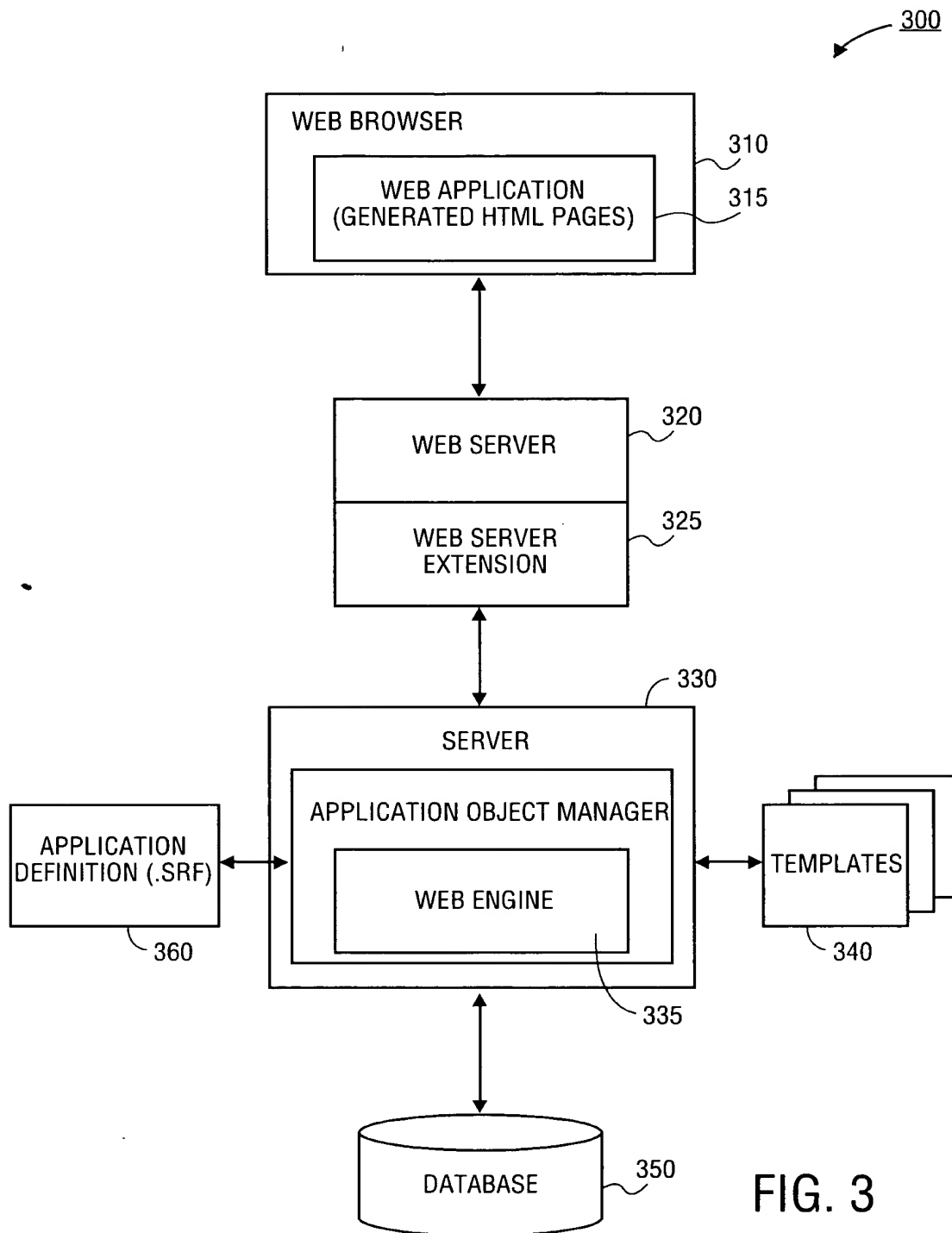


FIG. 3

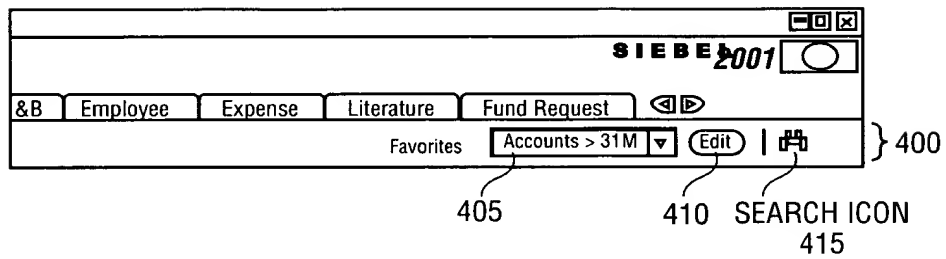


FIG. 4

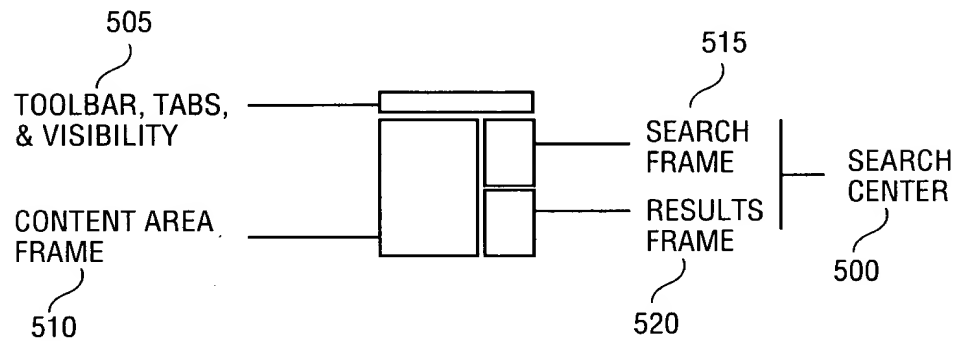


FIG. 5

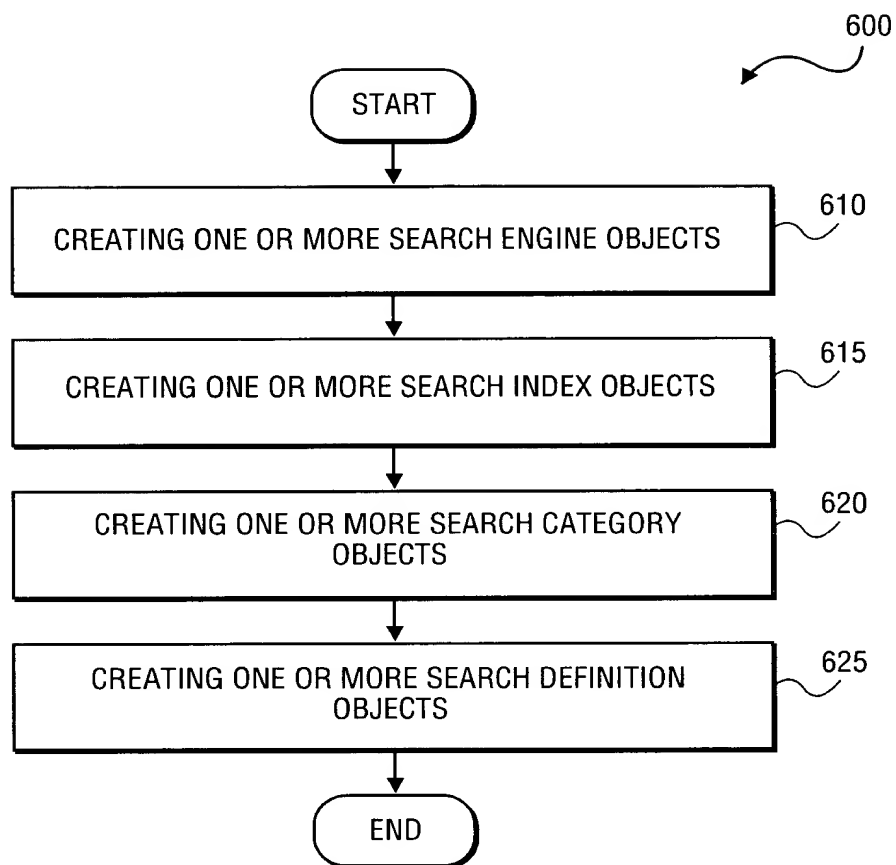


FIG. 6

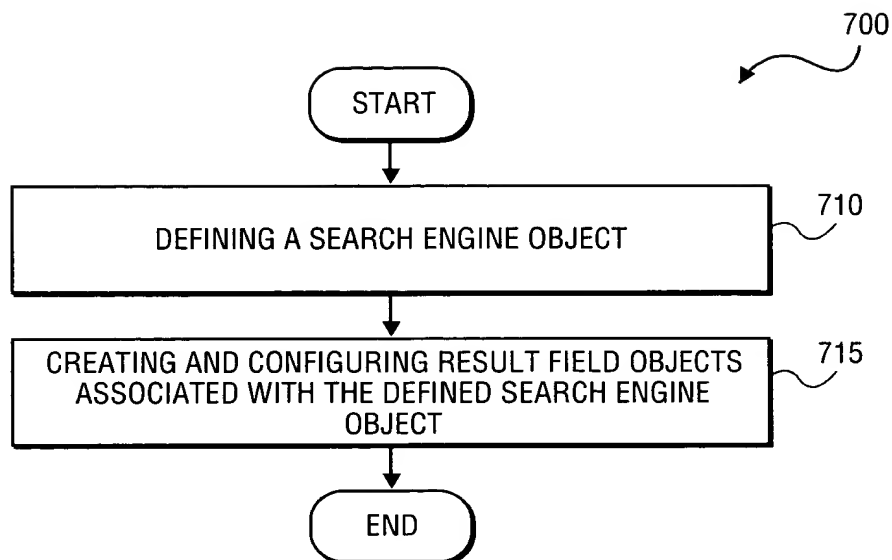


FIG. 7

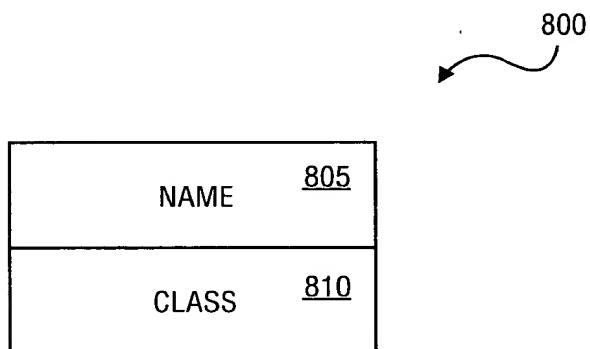


FIG. 8



900

A curved arrow pointing from the number 900 to the table below.

COLUMN NAME	<u>905</u>
CREATE COLUMN FLAG (OPTIONAL)	<u>910</u>
DATA TYPE (OPTIONAL)	<u>915</u>
INDEX MODE (OPTIONAL)	<u>920</u>
NAME	<u>925</u>
TEXT LENGTH (OPTIONAL)	<u>930</u>
TYPE	<u>935</u>

FIG. 9

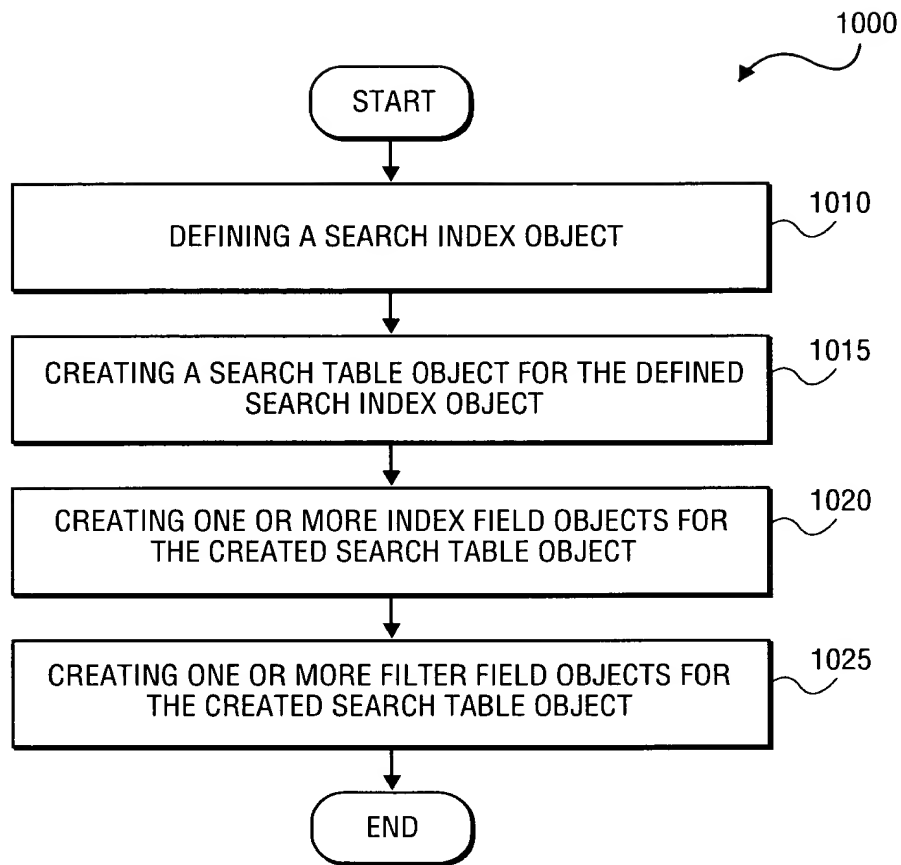


FIG. 10



1100

NAME	<u>1105</u>
INDEX BUSINESS COMPONENT	<u>1110</u>
DATABASE TABLE FLAG	<u>1115</u>

FIG. 11

1200

TABLE NAME	<u>1205</u>
ENGINE	<u>1210</u>

FIG. 12

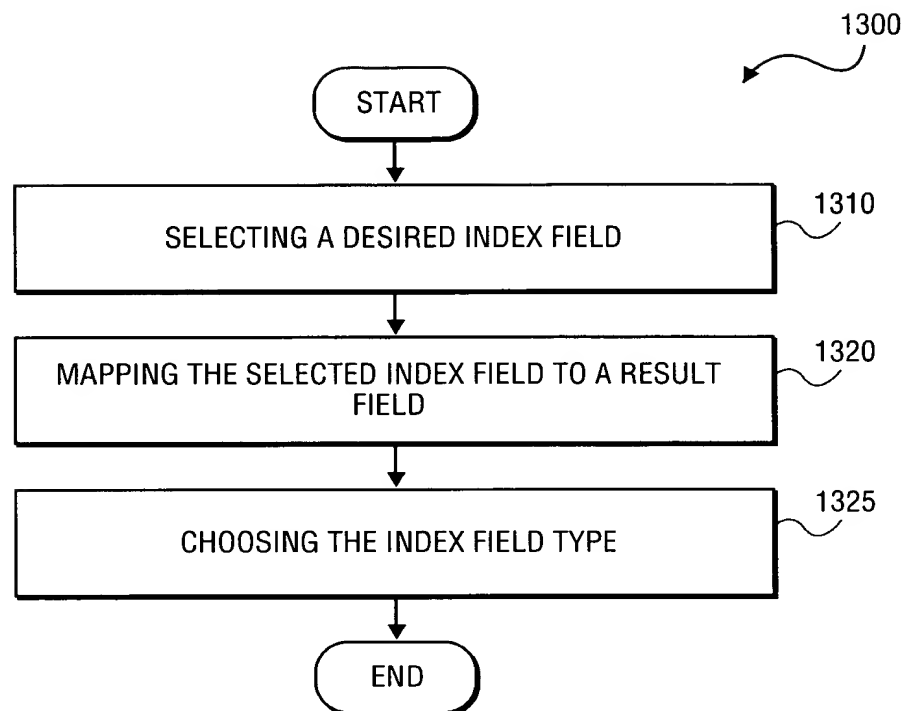


FIG. 13



1400
↙

BUSINESS COMPONENT FIELD	<u>1410</u>
RESULT FIELD (OPTIONAL)	<u>1415</u>
INDEX FIELD TYPE (OPTIONAL)	<u>1420</u>
SEQUENCE	<u>1425</u>

FIG. 14A

1450
↙

NAME	<u>1455</u>
COLUMN NAME	<u>1460</u>
DATA TYPE (OPTIONAL)	<u>1465</u>
INDEX MODE (OPTIONAL)	<u>1470</u>
SEQUENCE	<u>1475</u>
TEXT LENGTH (OPTIONAL)	<u>1480</u>

FIG. 14B

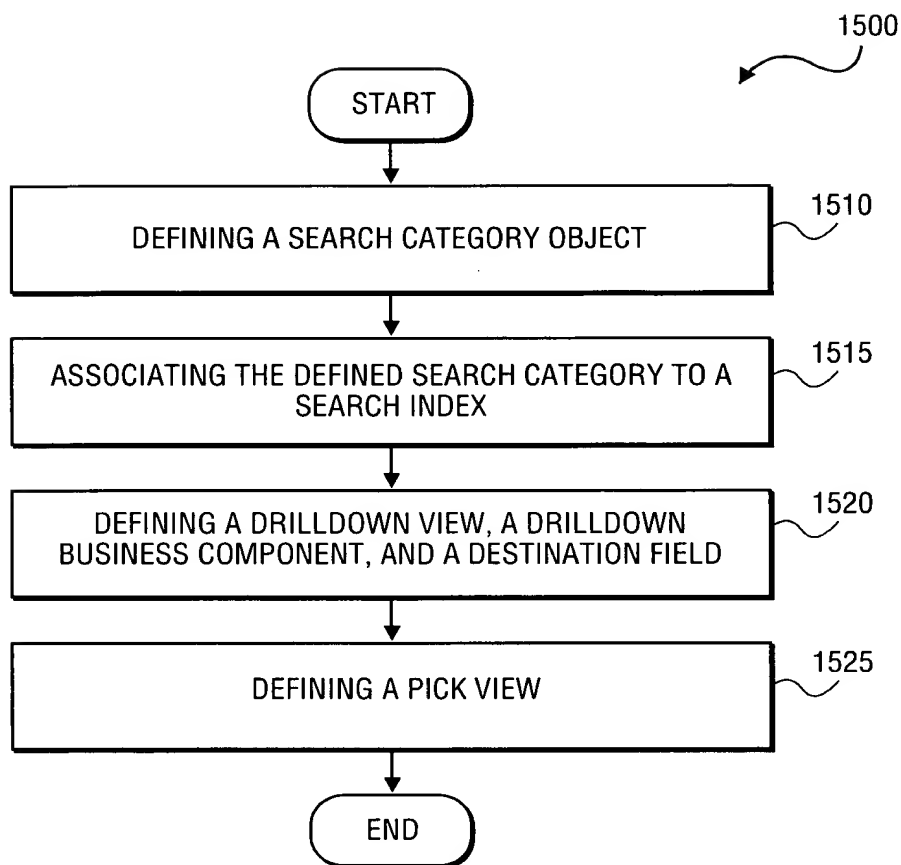


FIG. 15



1600

NAME	<u>1605</u>
SEARCH INDEX	<u>1610</u>
DRILLDOWN BUSINESS COMPONENT (OPTIONAL)	<u>1615</u>
DRILLDOWN VIEW (OPTIONAL)	<u>1620</u>
RESULT IDENTIFIER (OPTIONAL)	<u>1625</u>

FIG. 16



1700

APPLET	<u>1705</u>
VIEW	<u>1710</u>
NAME	<u>1715</u>
DESTINATION FIELD (OPTIONAL)	<u>1720</u>

FIG. 17

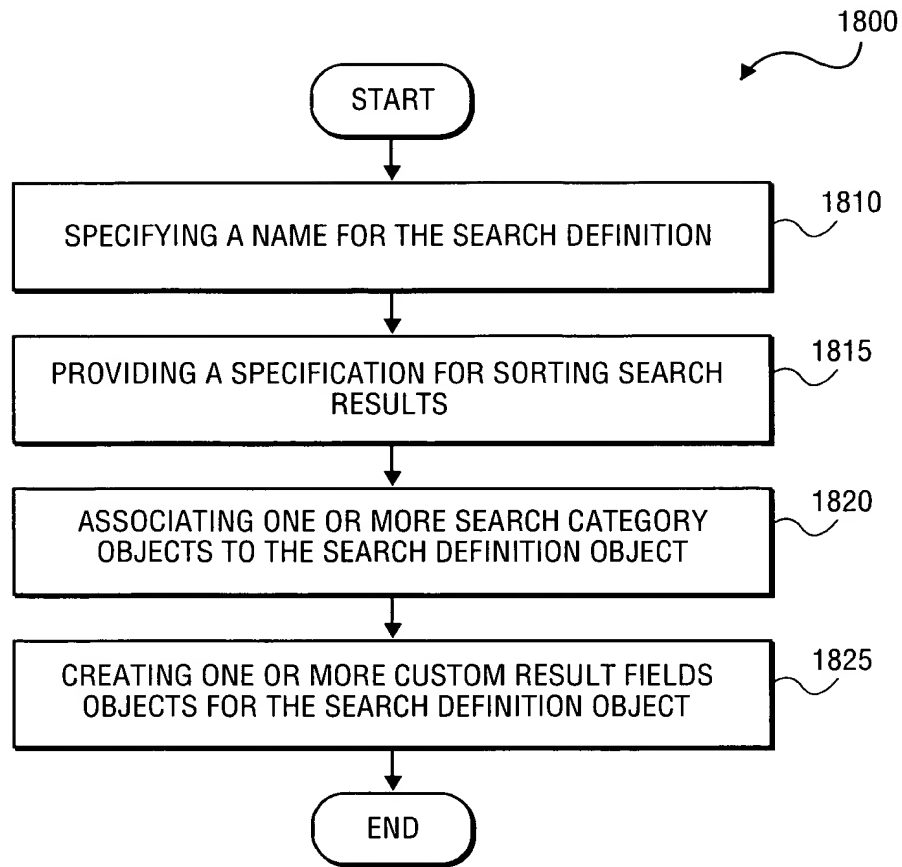


FIG. 18A

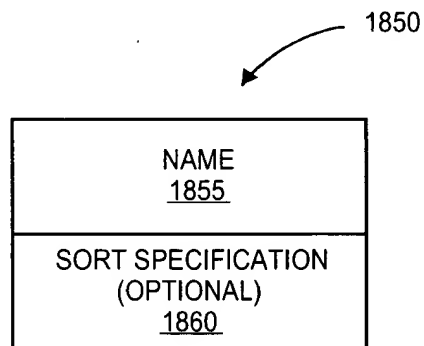


FIG. 18B



1900


A curved arrow originates from the number 1900 and points towards the table structure below.

NAME	<u>1905</u>
DISPLAY NAME	<u>1910</u>
FILTER SEARCH SPECIFICATION (OPTIONAL)	<u>1915</u>
USE FILTERED SEARCH (OPTIONAL)	<u>1920</u>
SEQUENCE (OPTIONAL)	<u>1925</u>

FIG. 19



2000



DISPLAY NAME (OPTIONAL)	<u>2005</u>
DISPLAY FORMAT (OPTIONAL)	<u>2010</u>
NAME	<u>2015</u>
SCALING FACTOR (OPTIONAL)	<u>2020</u>
SEQUENCE	<u>2025</u>
TEXT ALIGNMENT (OPTIONAL)	<u>2030</u>
USE IN SEARCH (OPTIONAL)	<u>2035</u>
VISIBLE (OPTIONAL)	<u>2040</u>
WIDTH (OPTIONAL)	<u>2045</u>

FIG. 20

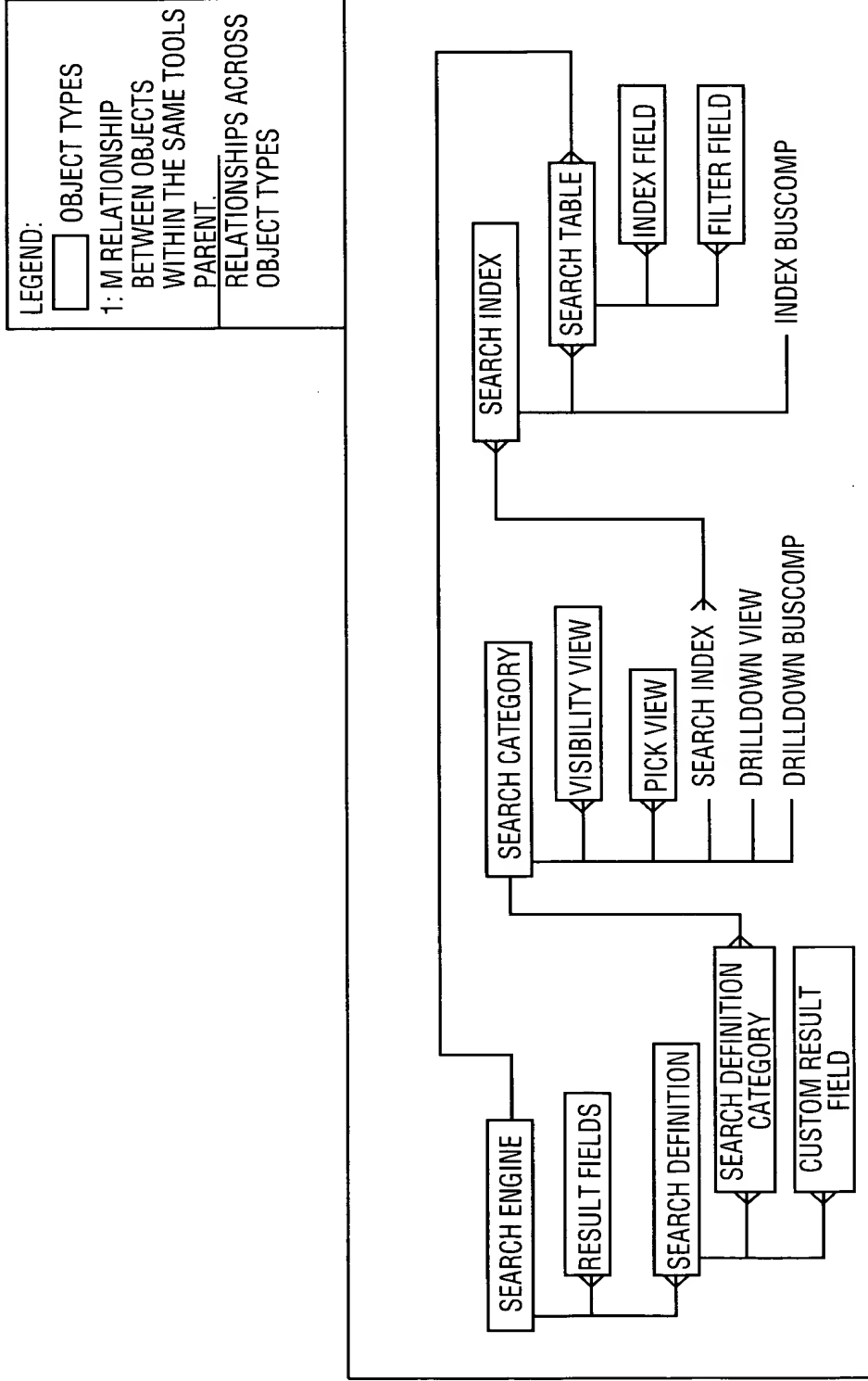


FIG. 21

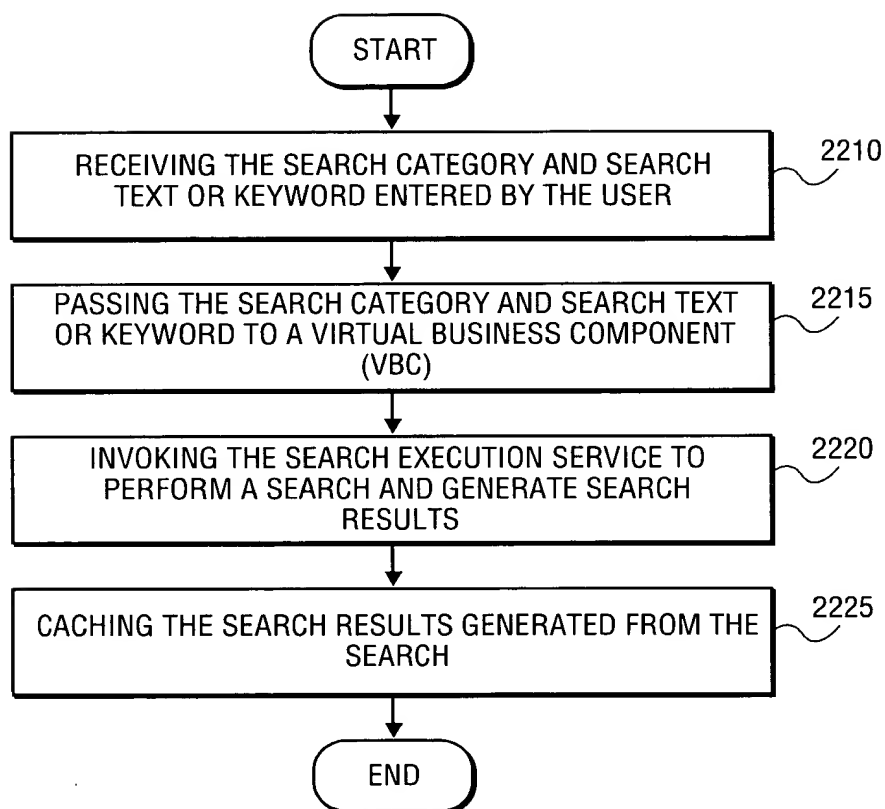


FIG. 22

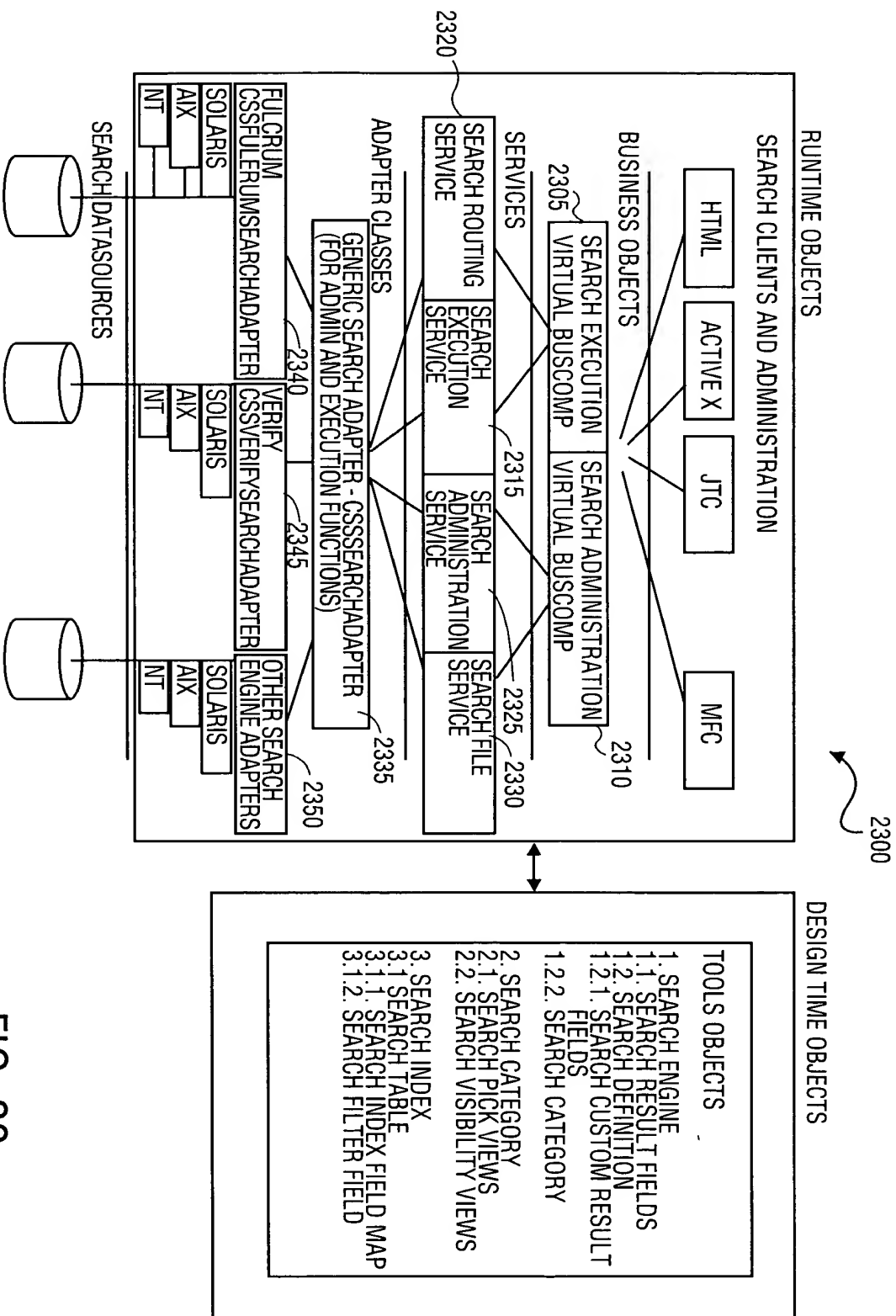


FIG. 23

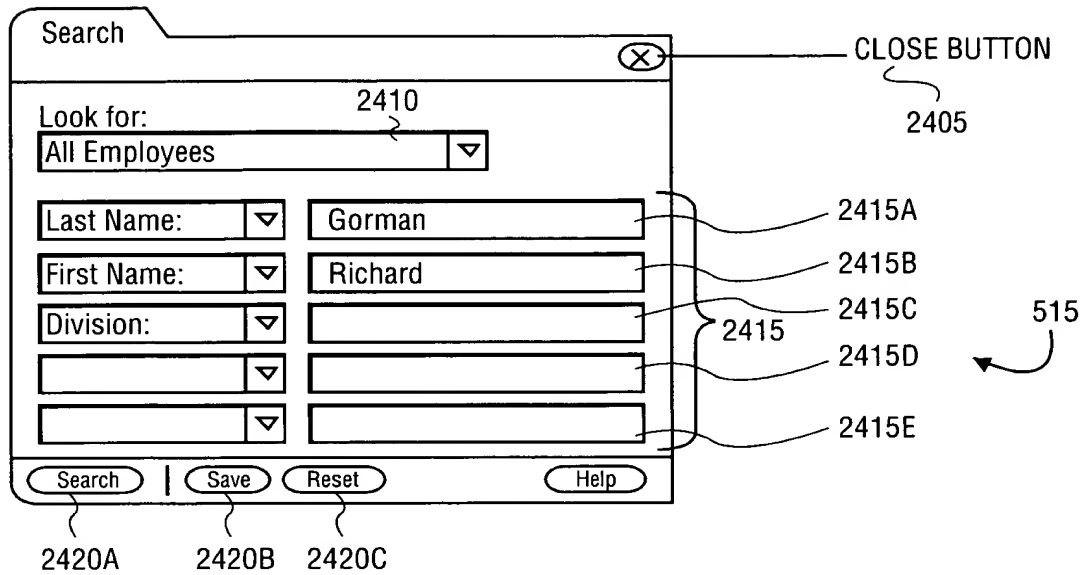


FIG. 24

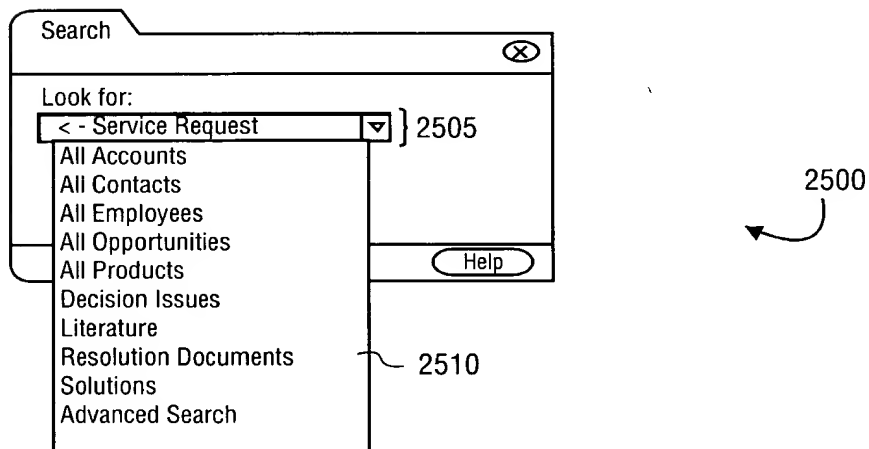


FIG. 25



Siebel Service 7.0

SIEBEL 2001

File View Help | Show My Service Requests

Service Activities Category Contacts Correspondence Decision Issues D&B Employee Expense Favorites Accounts > \$1W Find Request

Service = My Service Requests > Activity Plans

Service Request

1 of 2

SR #: Last Name: First Name: Primary Phone #: Email: References: Account: Sites: Data Opened: Current Time Sources: Select Select

2605

2615

2605

2610

2620

Search

Look for: All Employees 2605

All Employees Gorman

First Name: Richard

Division:

Search Save Reset Help

Results

1 to 3 of 3

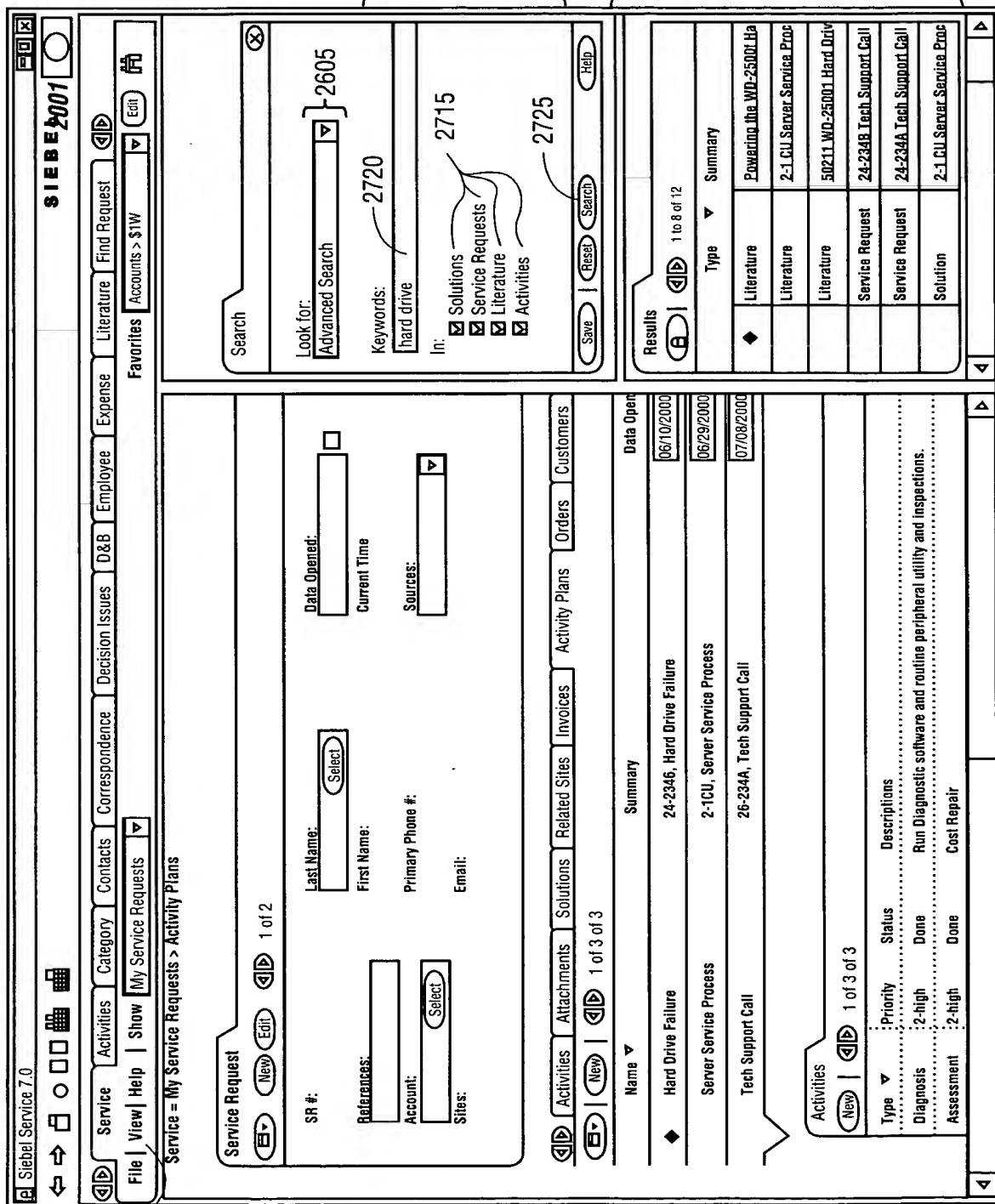
Last name	First name
Gorman	Richard
Gorman	Richard
Gorman	Richard

Activities

1 of 3 of 3

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Run Diagnostic software and routine peripheral utility and inspections.
Assessment	2-high	Done	Cost Repair

FIG. 26



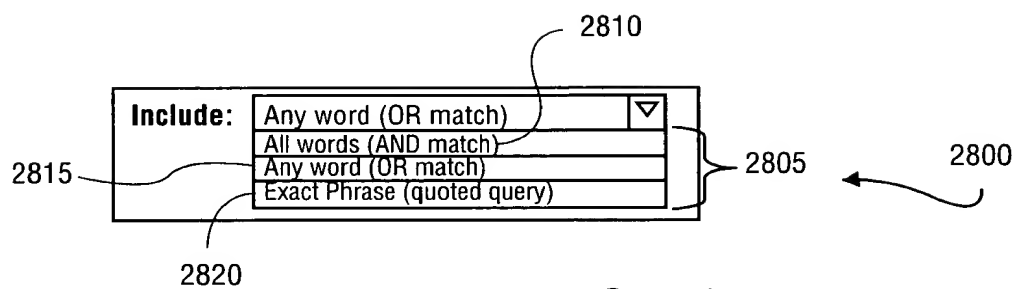


FIG. 28

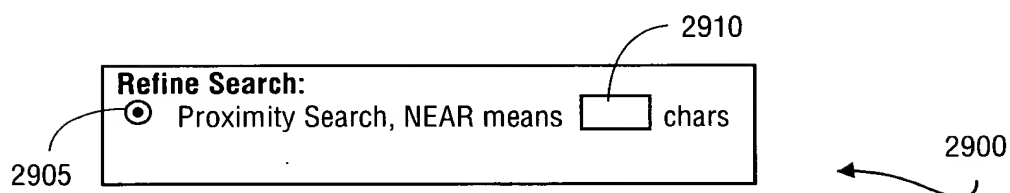
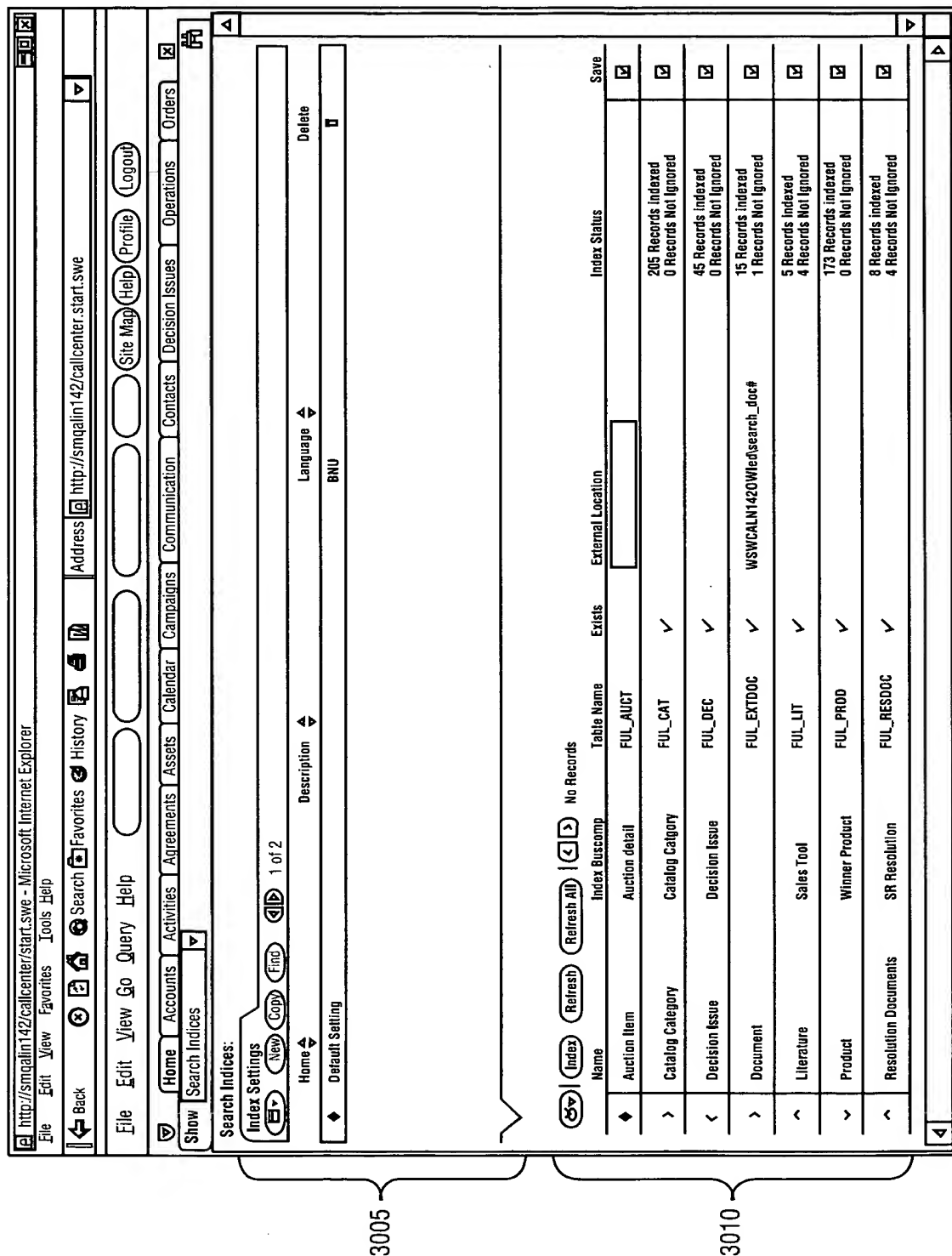


FIG. 29



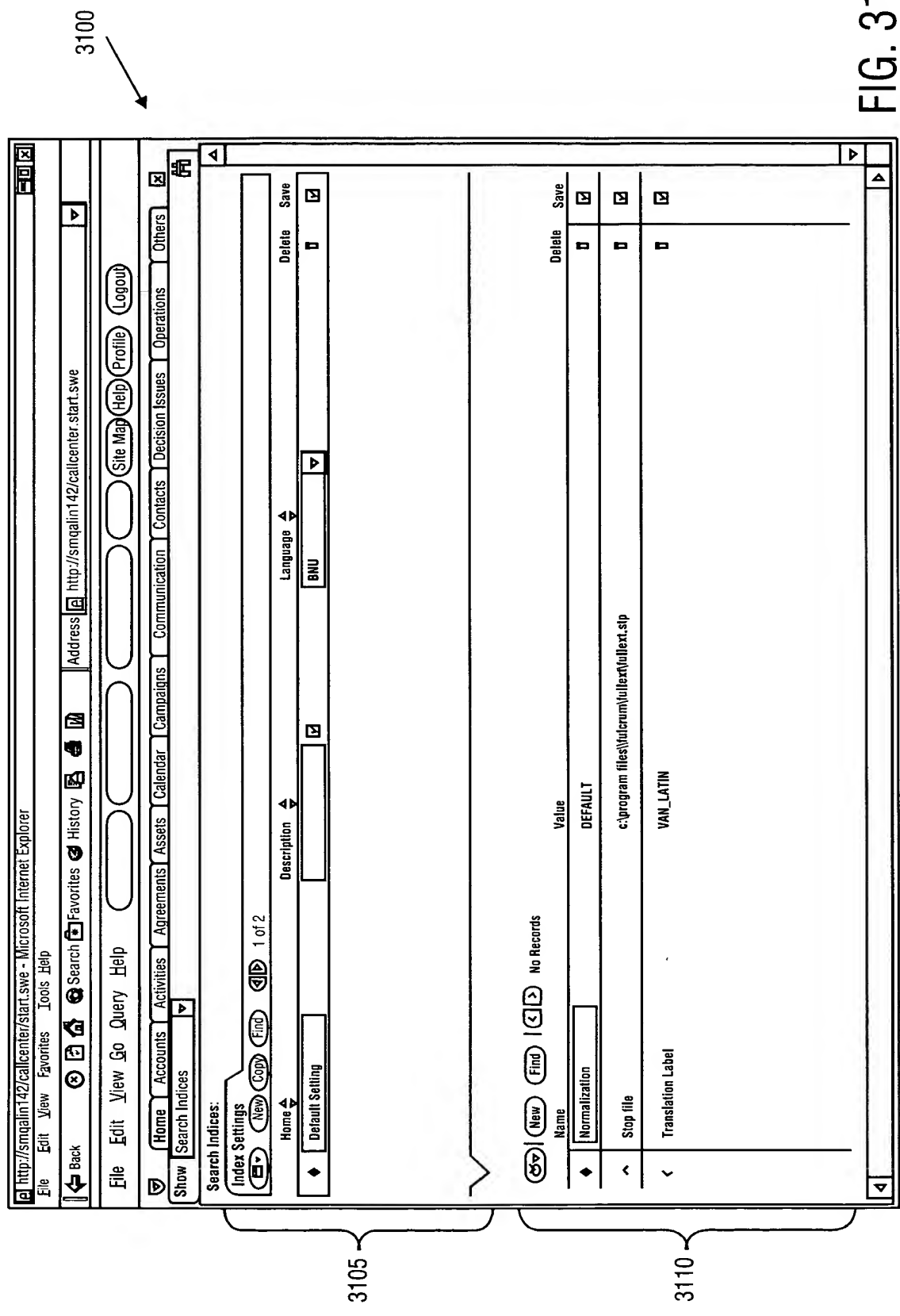


FIG. 31

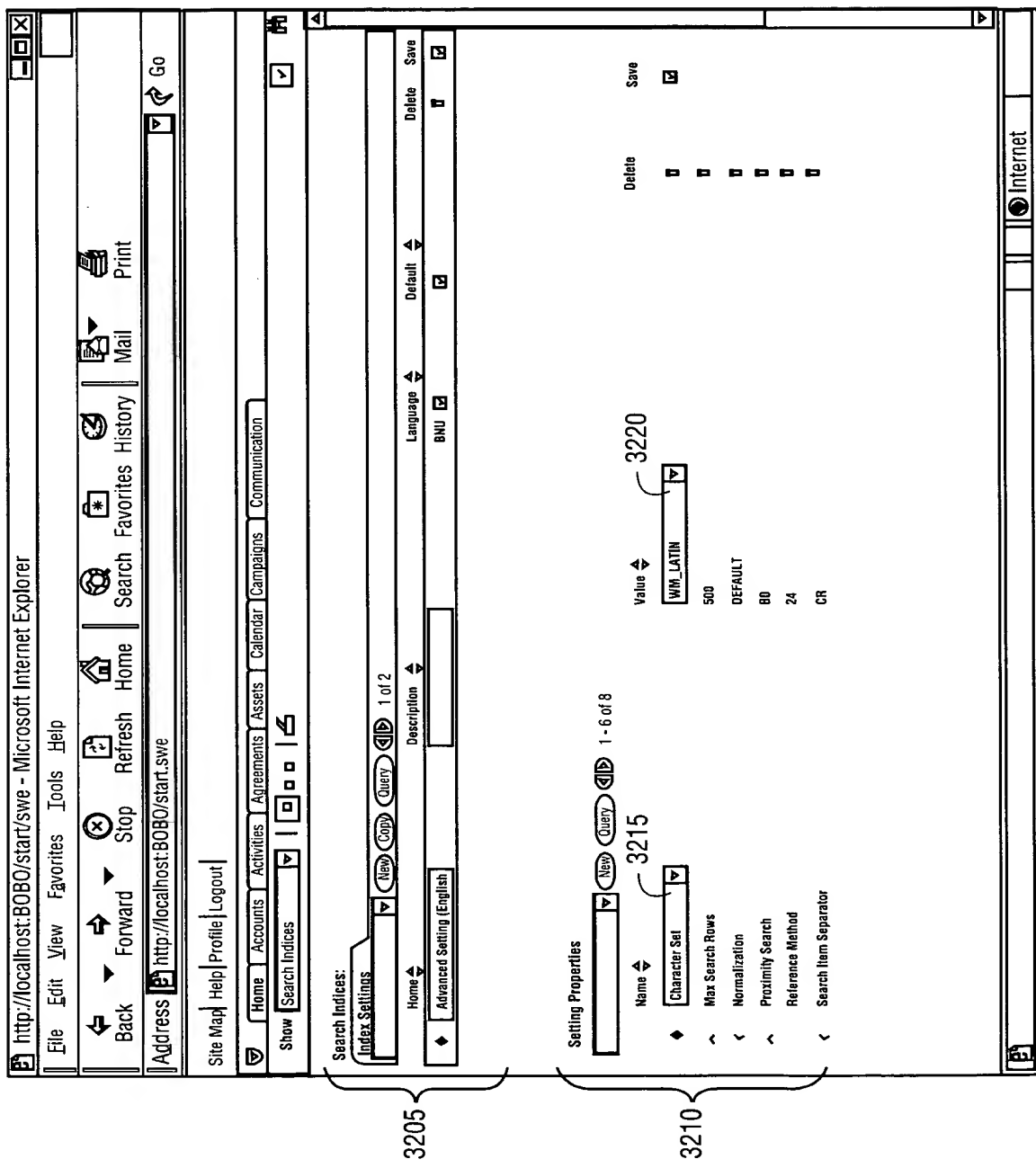


FIG. 32

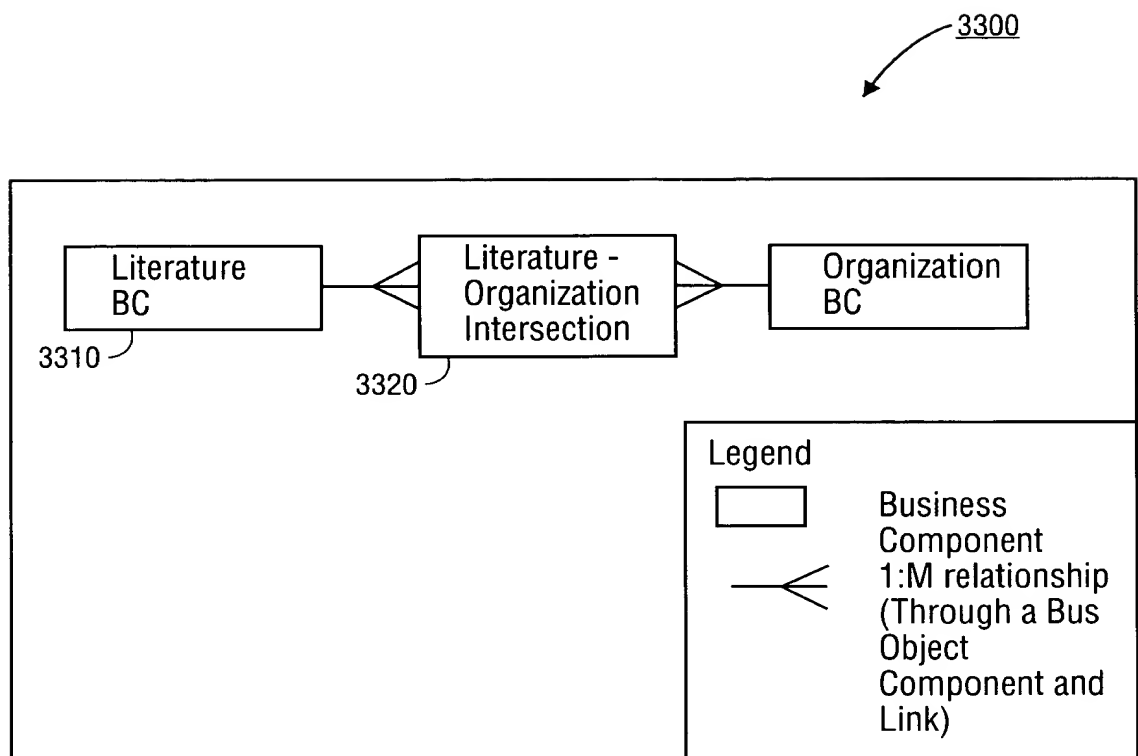


FIG. 33

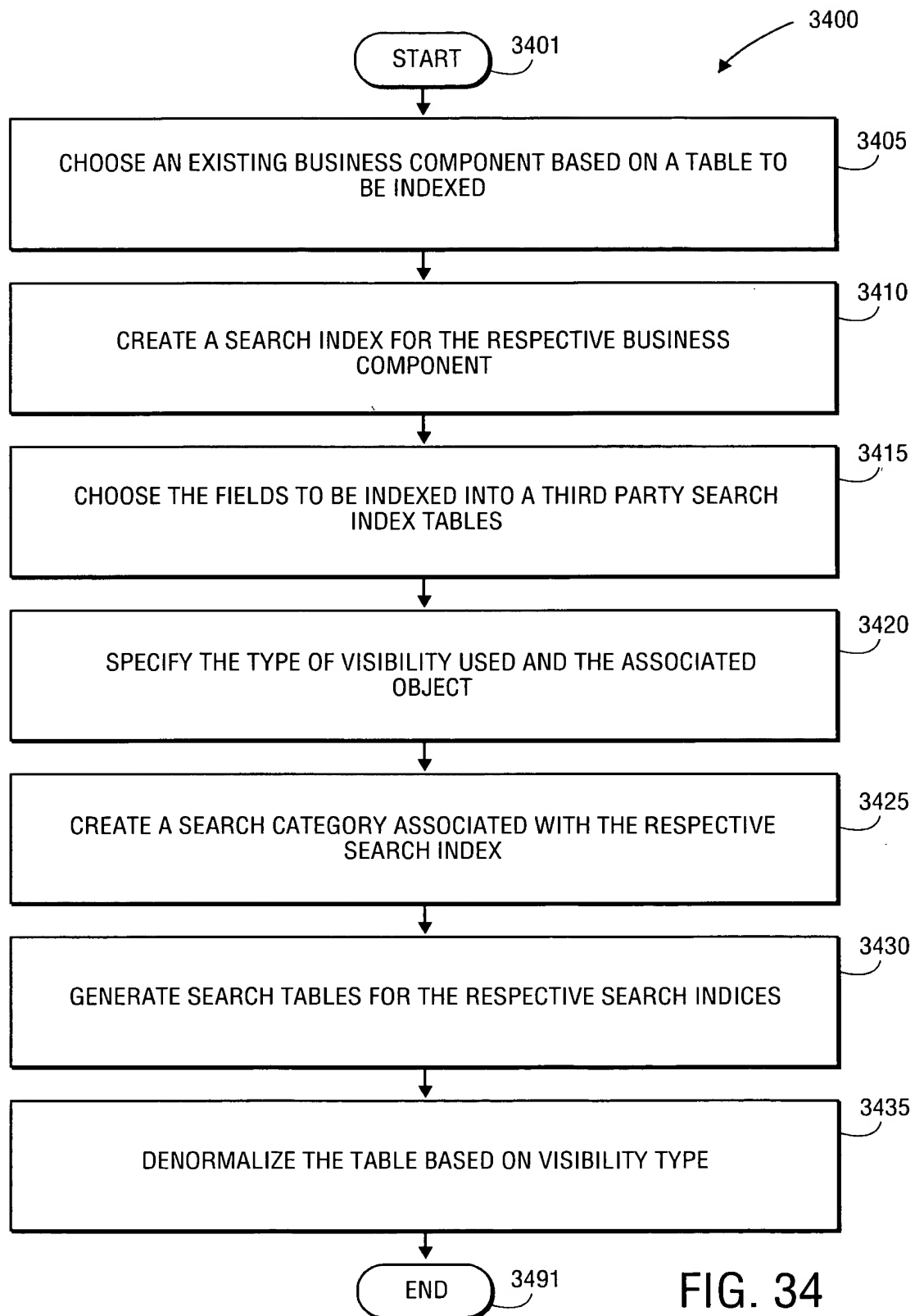


FIG. 34

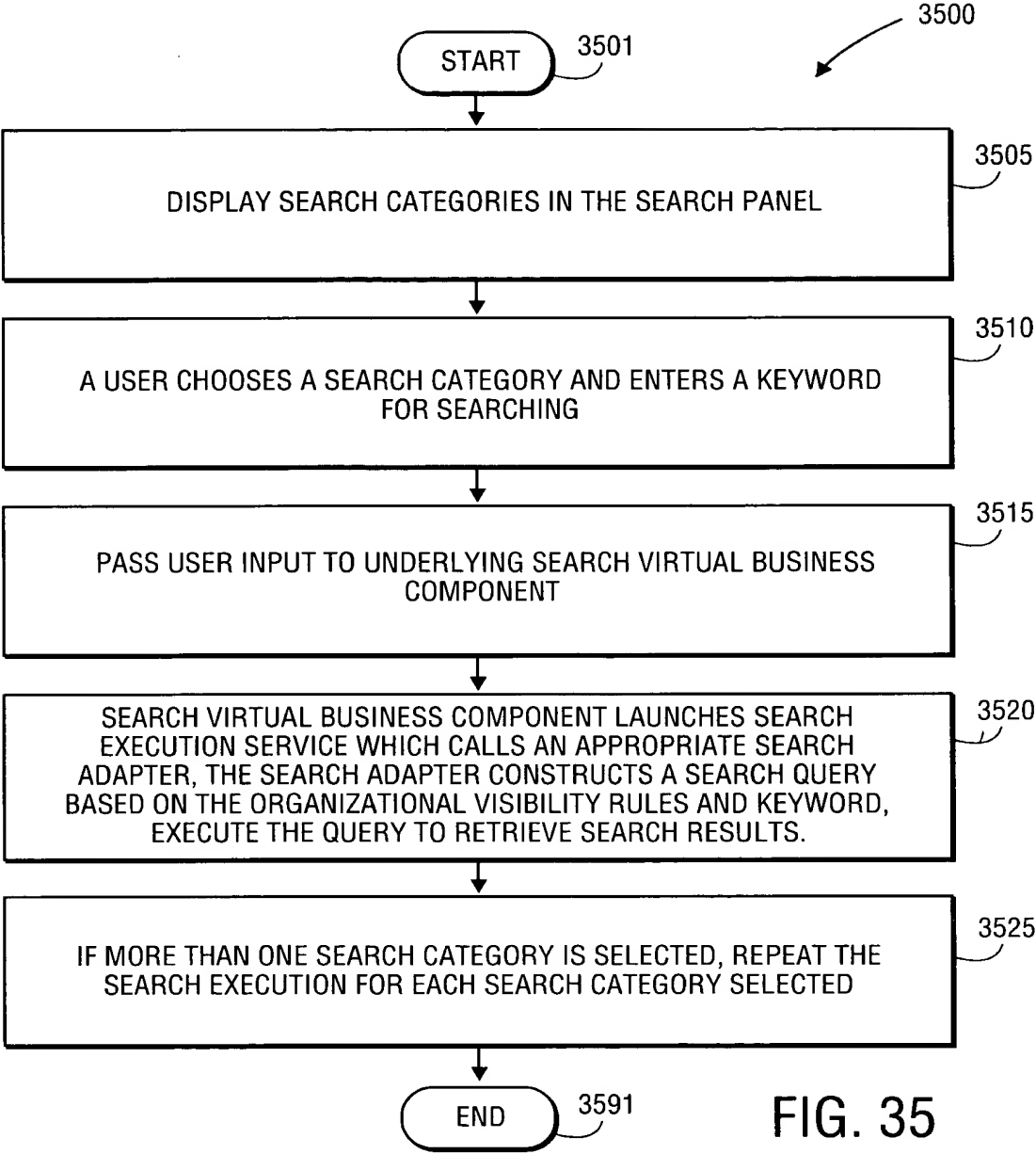


FIG. 35

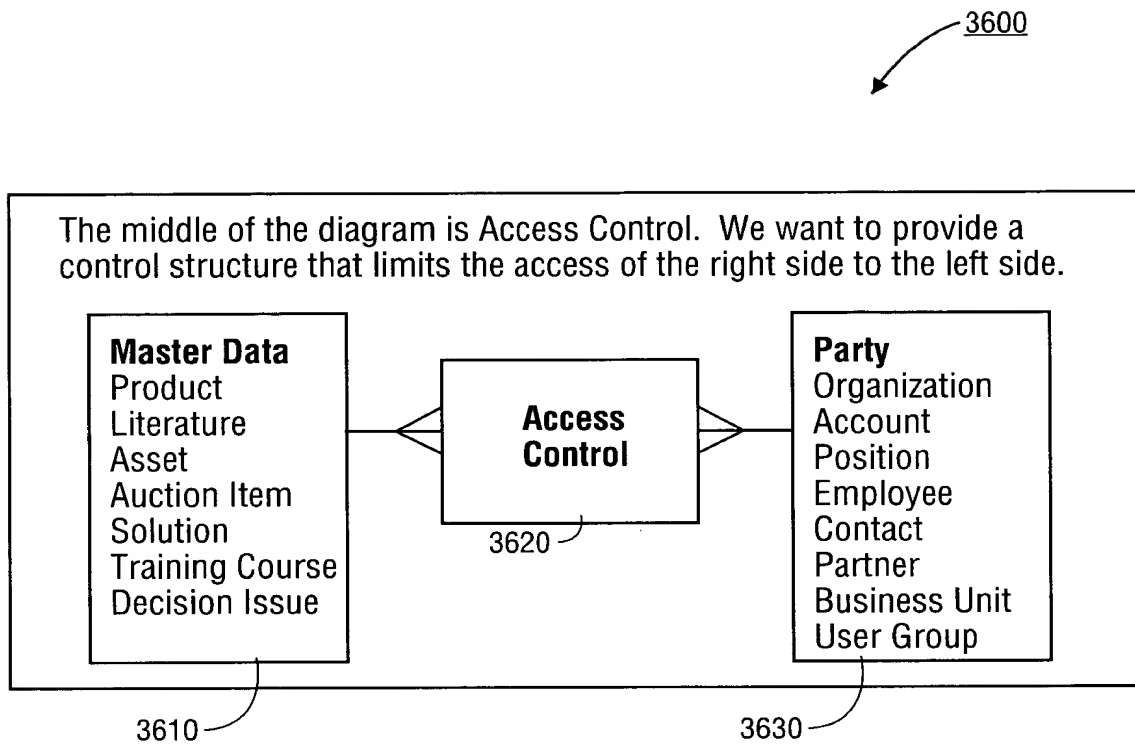
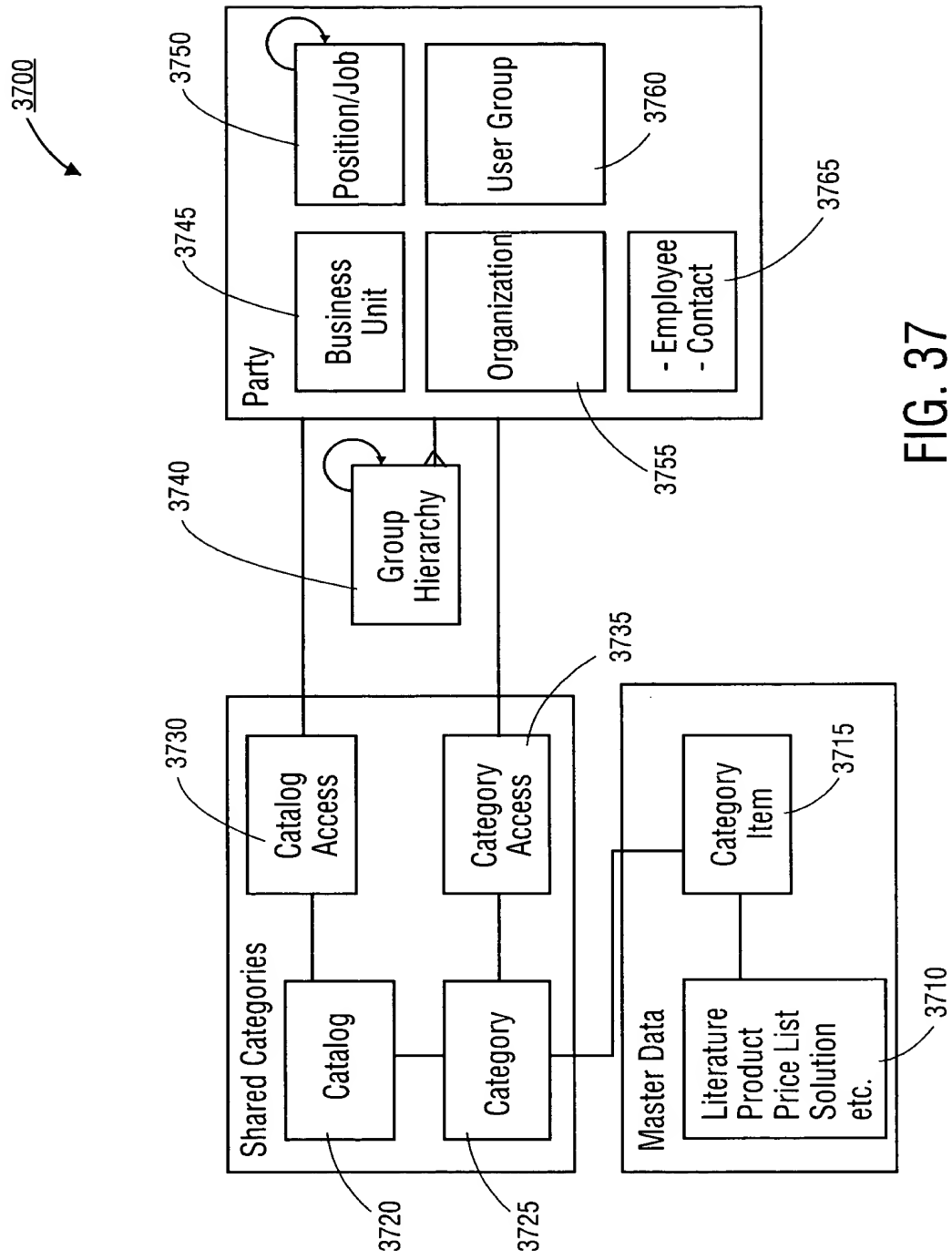


FIG. 36



3800

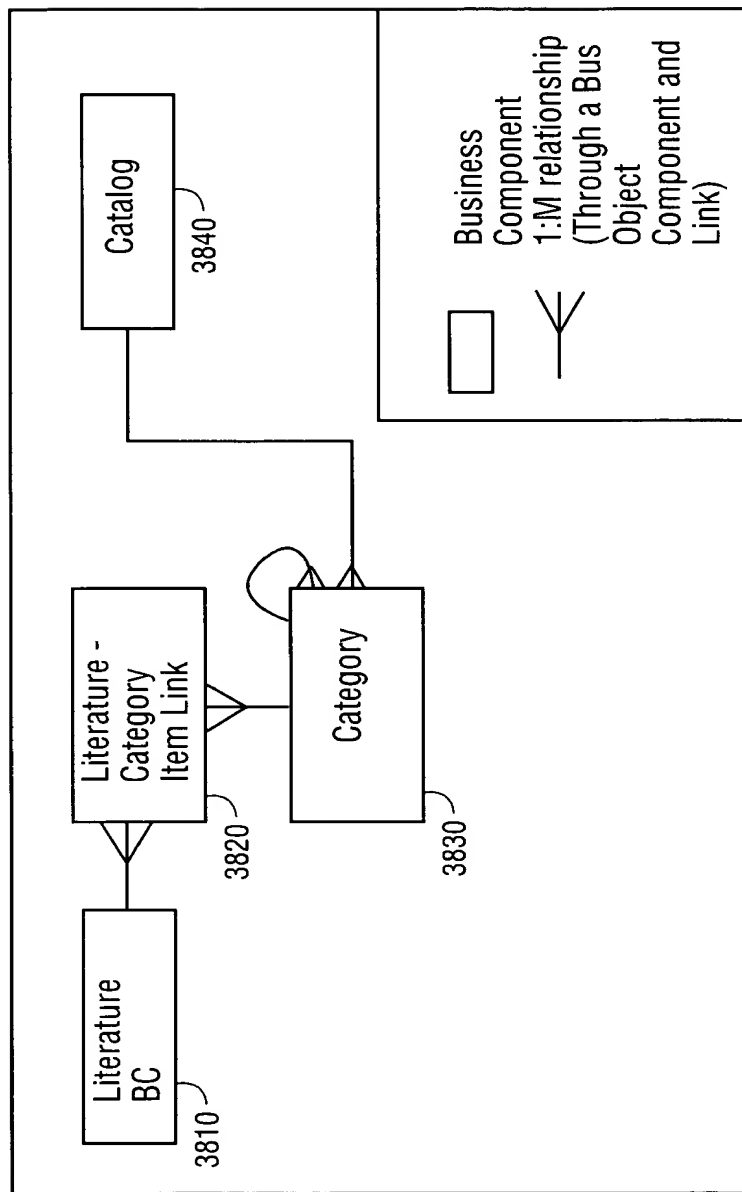


FIG. 38

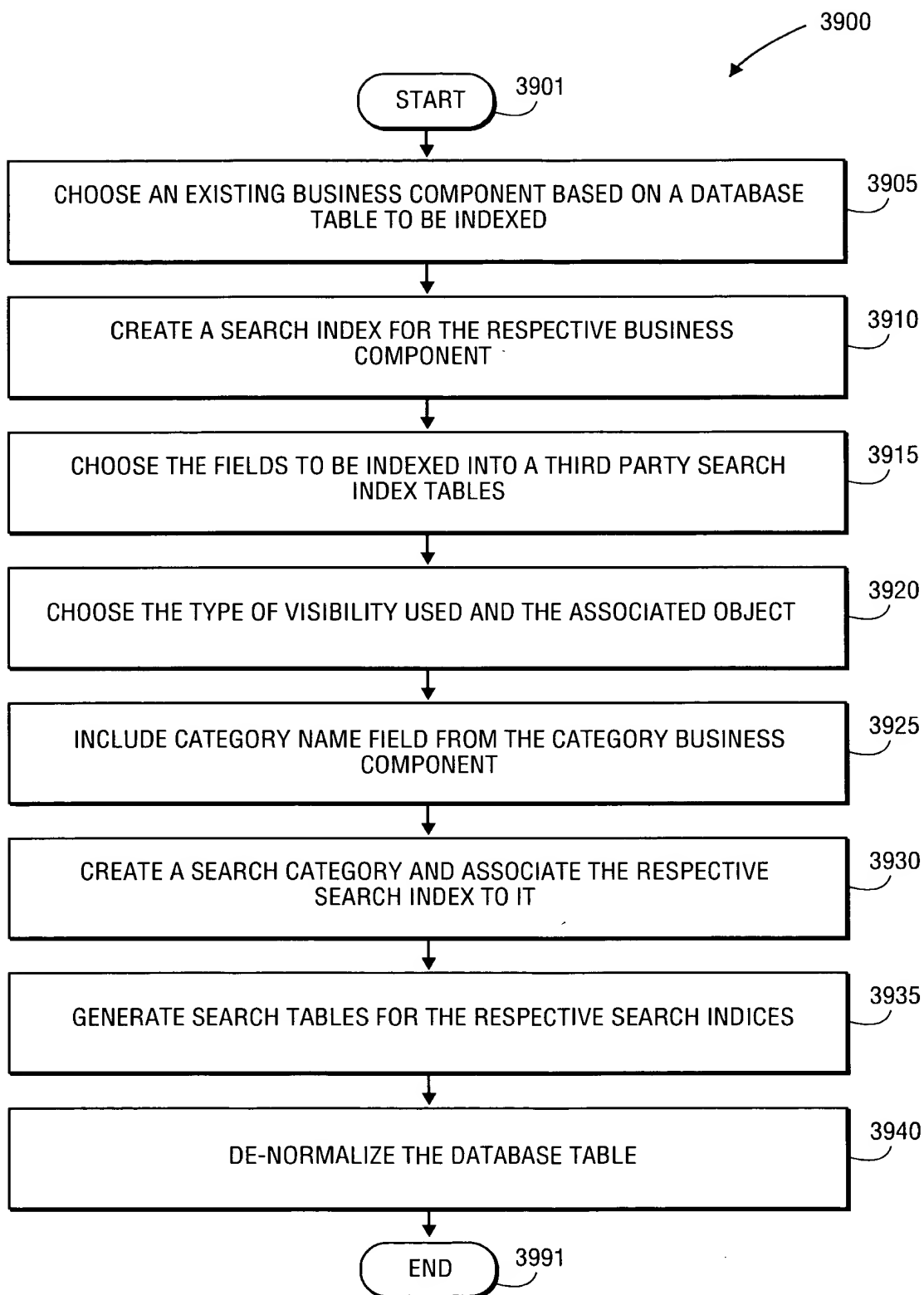


FIG. 39

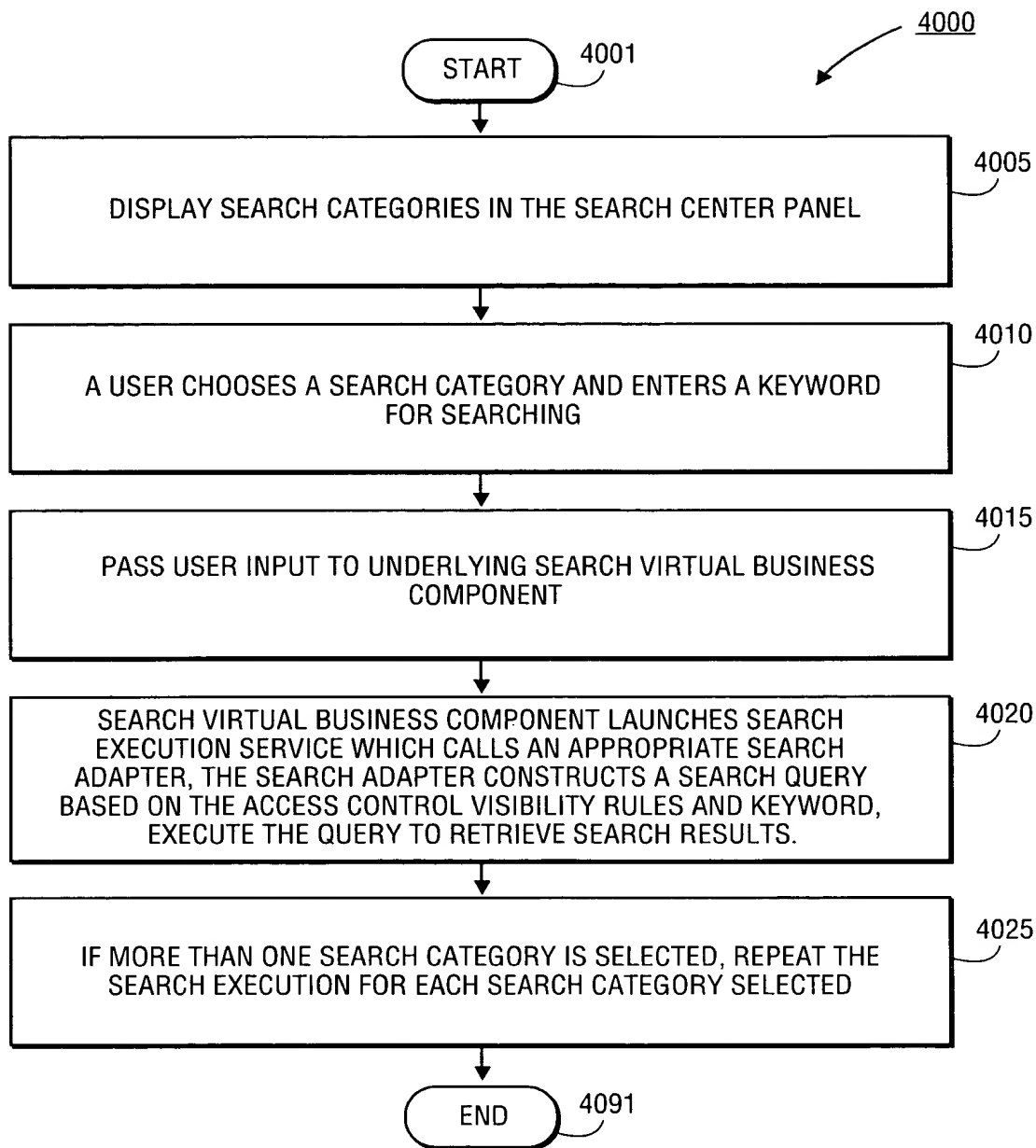


FIG. 40

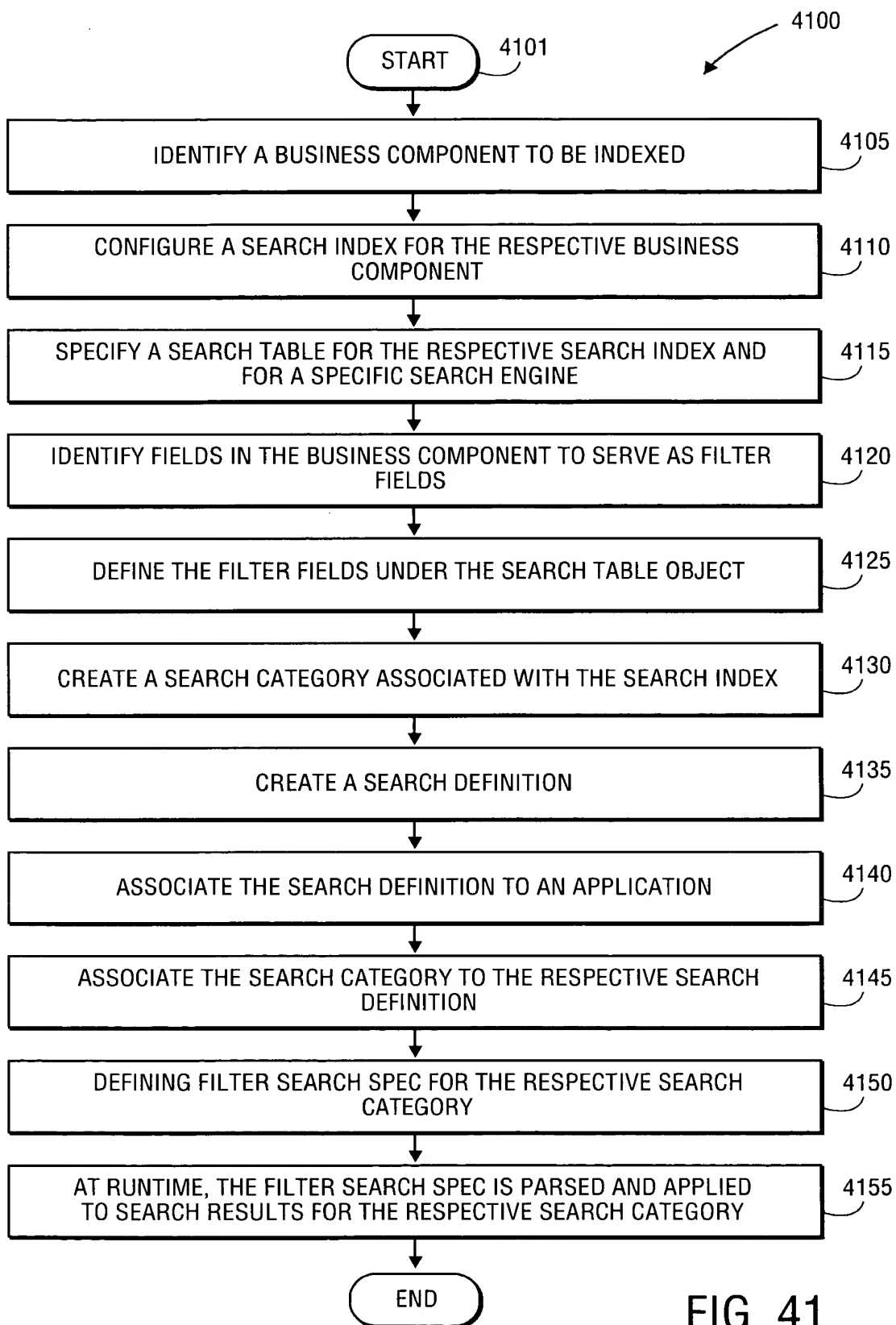


FIG. 41

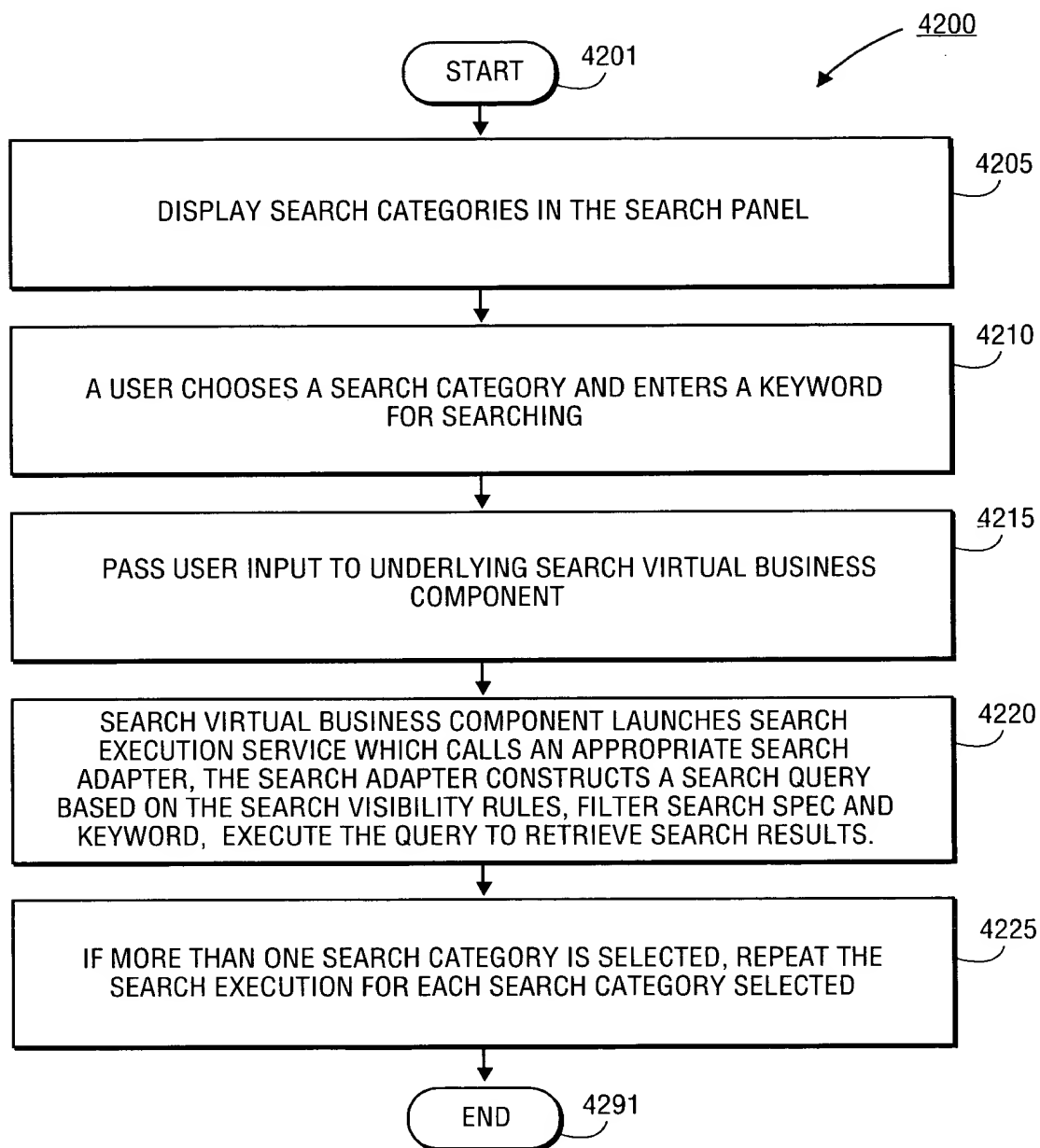


FIG. 42

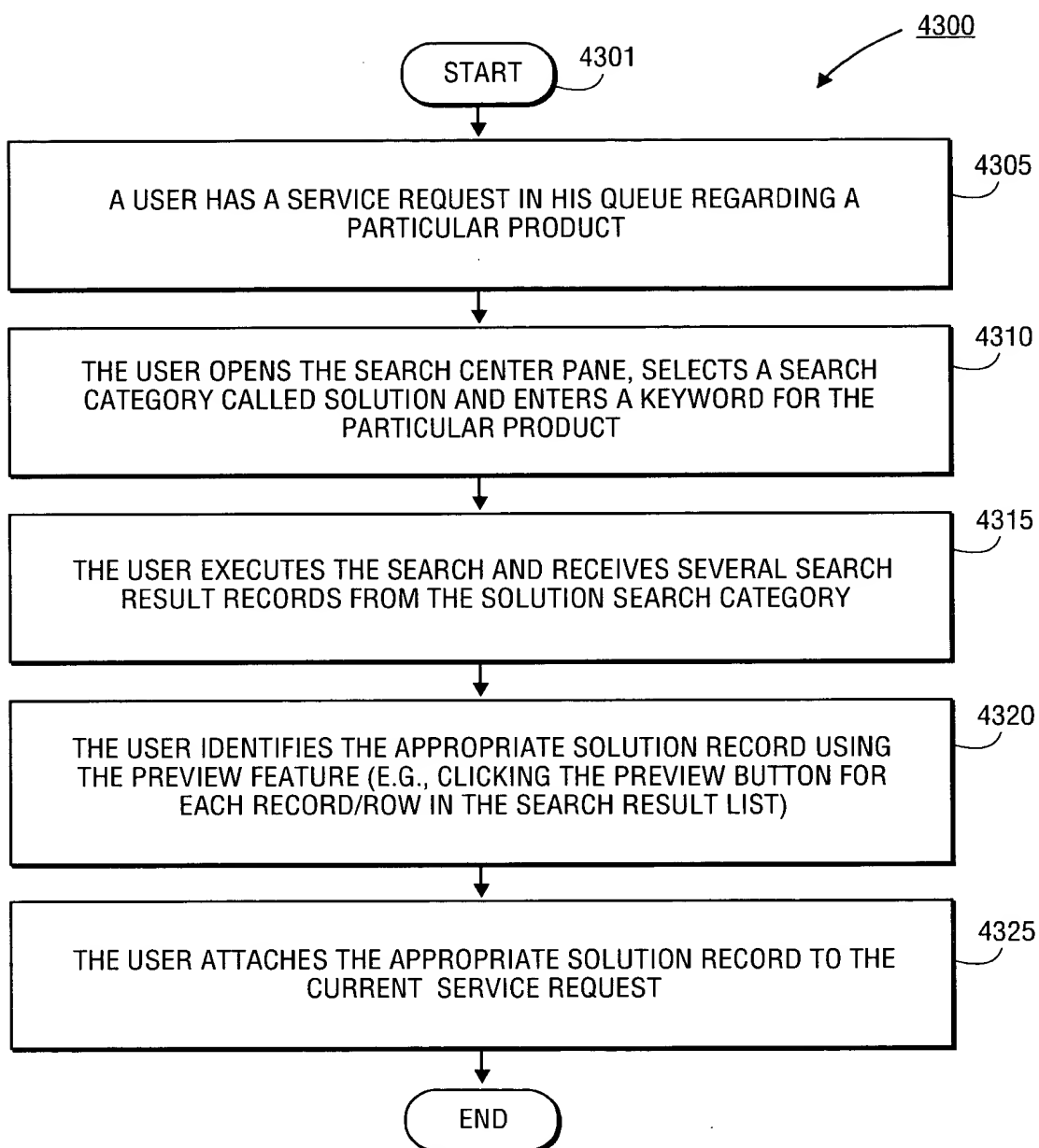


FIG. 43

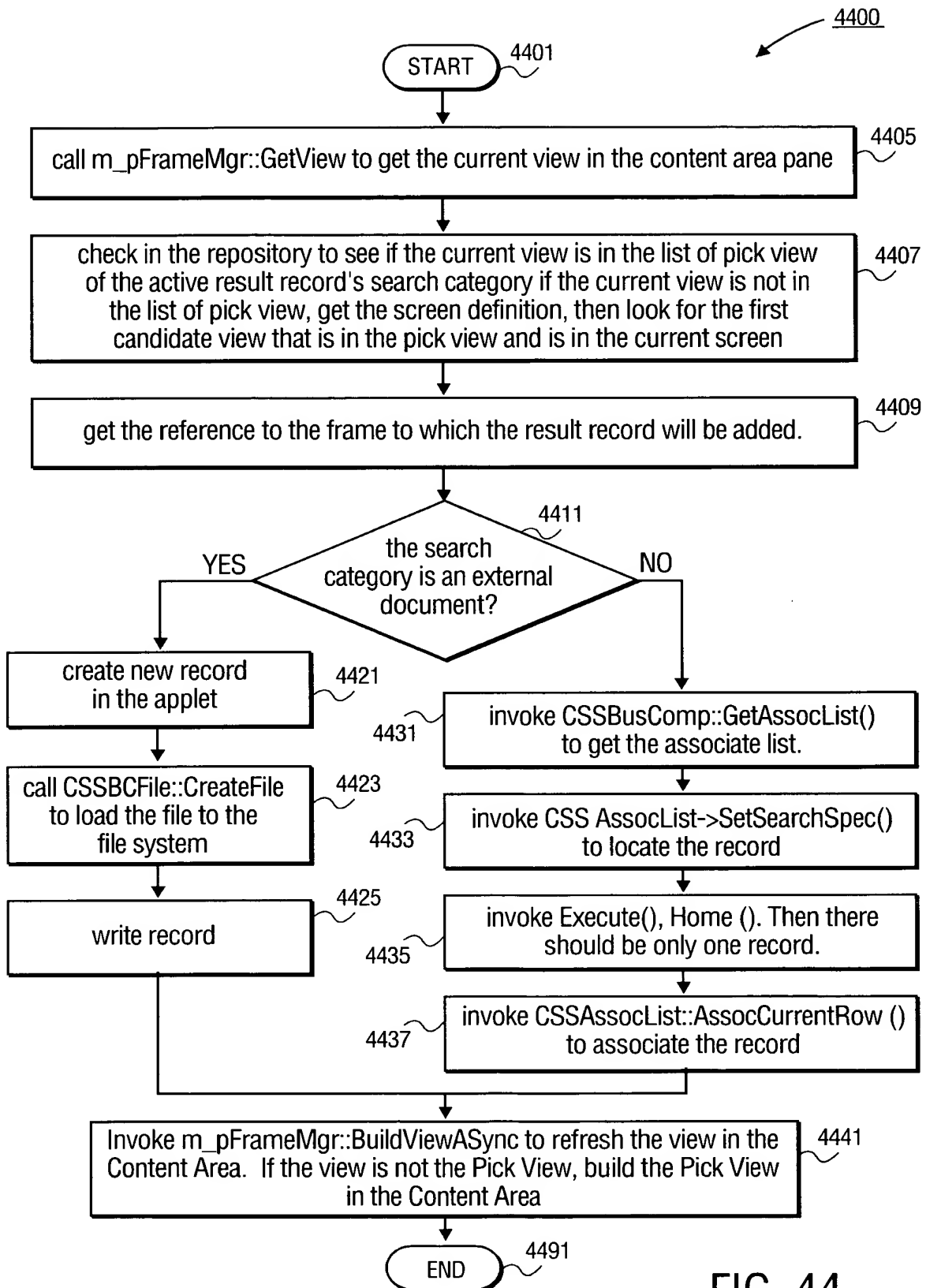


FIG. 44

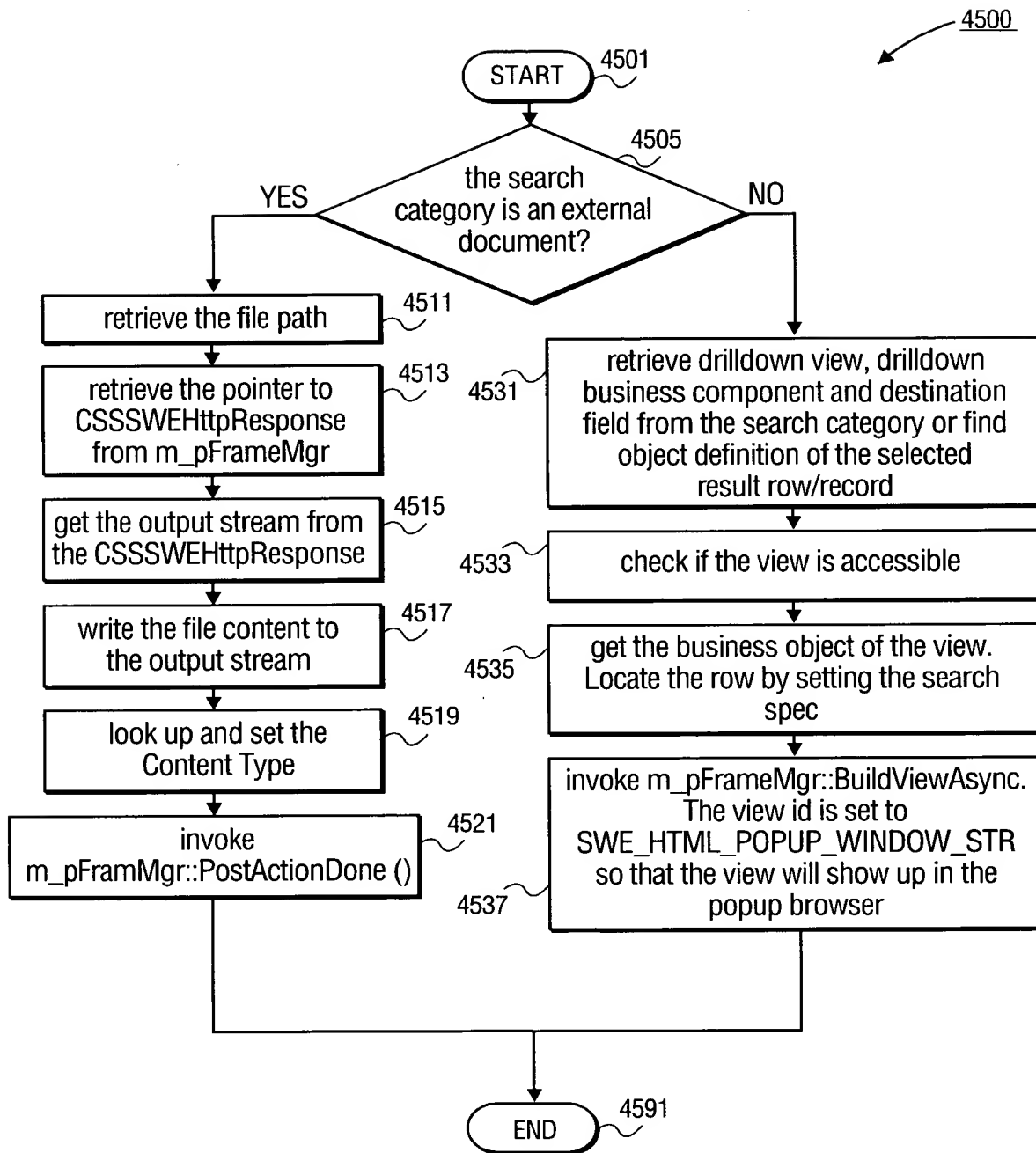


FIG. 45

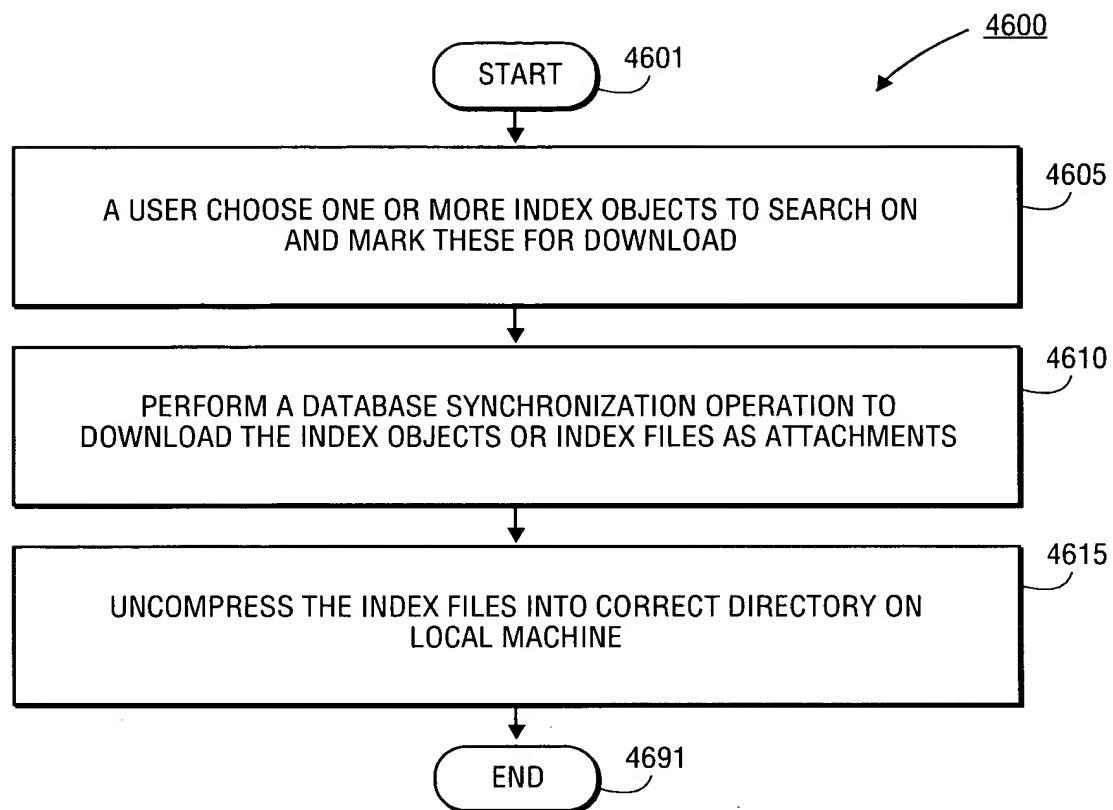


FIG. 46

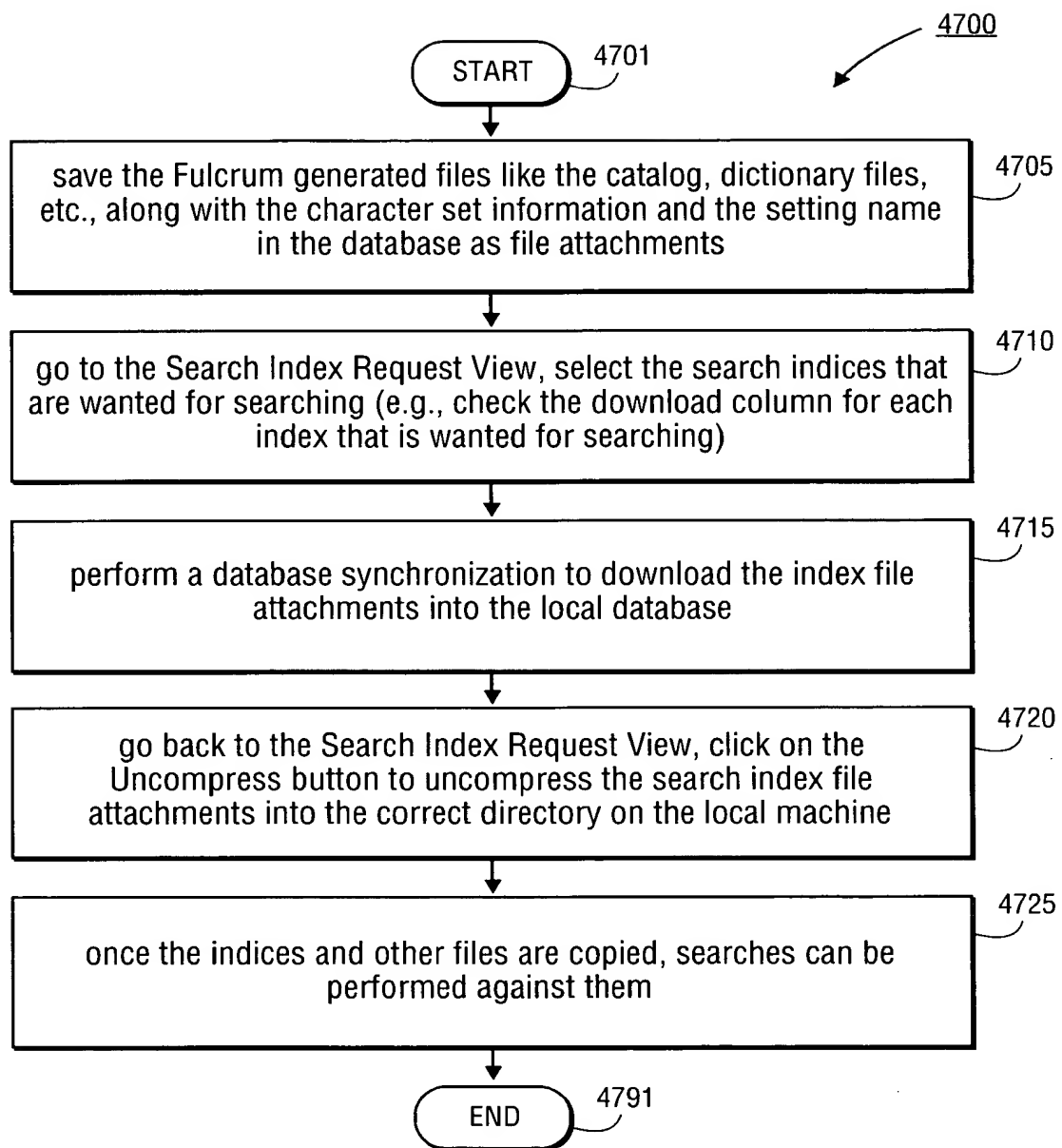


FIG. 47

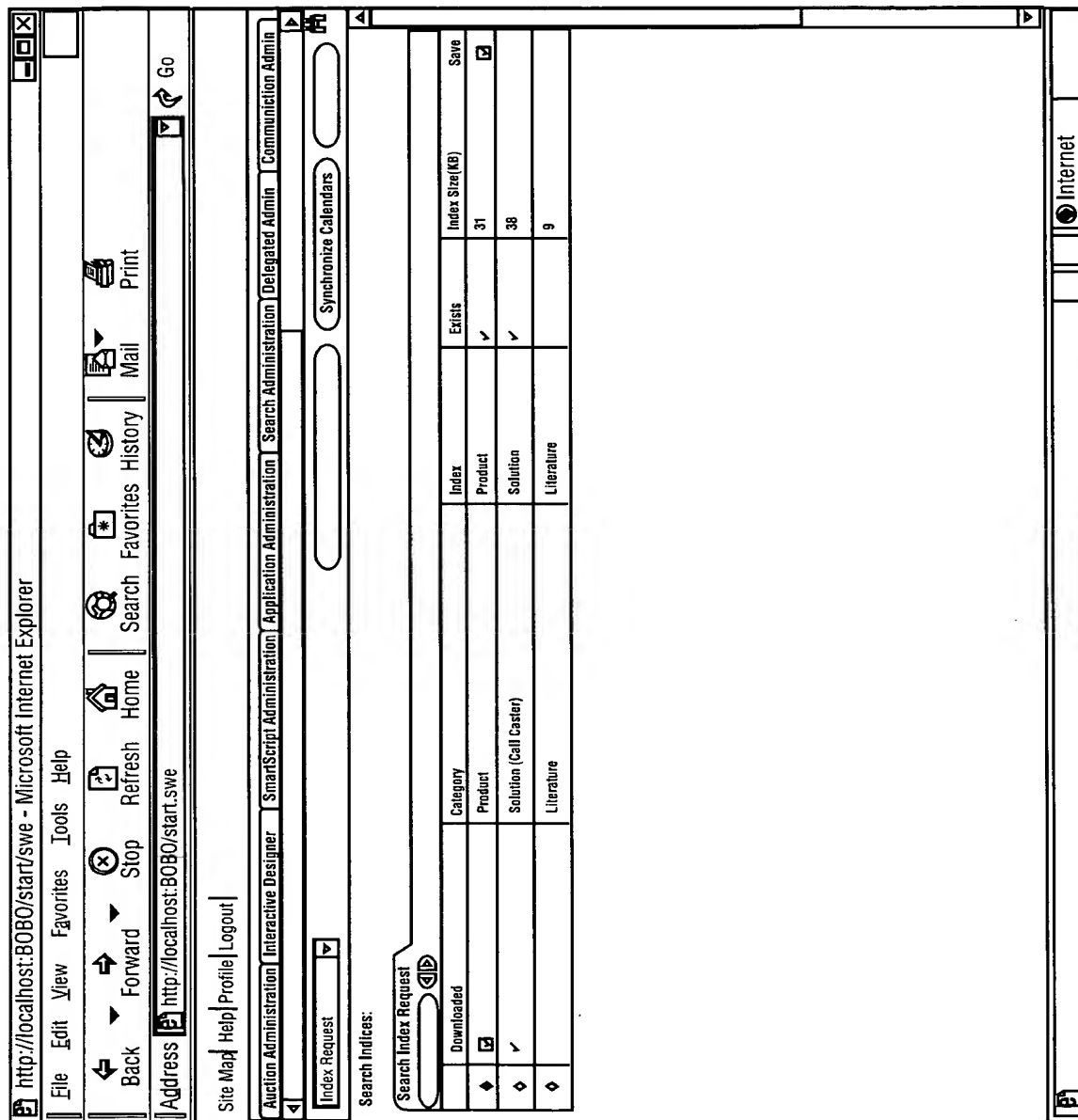


FIG. 48

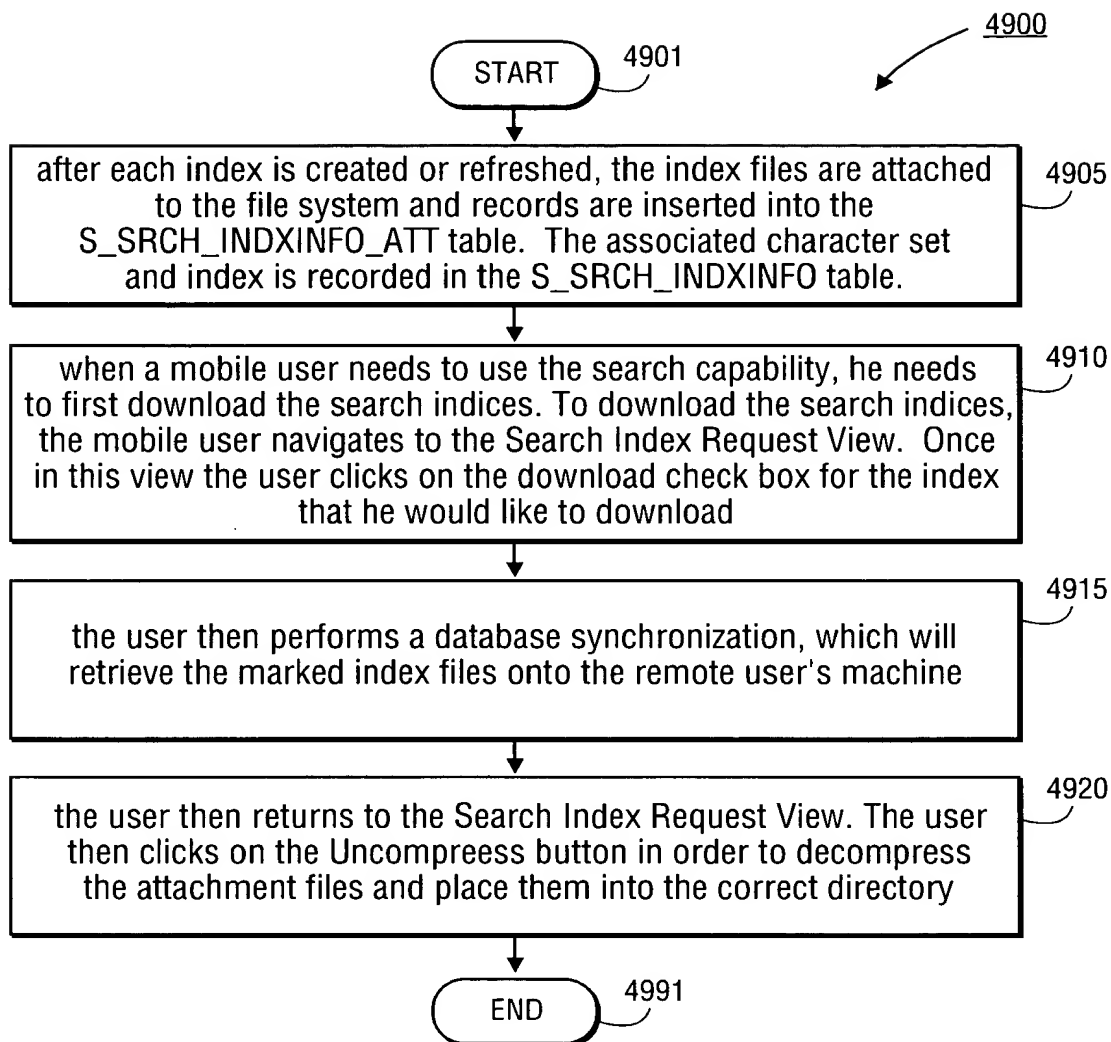


FIG. 49

**This Page is Inserted by IFW Indexing and Scanning
Operations and is not part of the Official Record**

BEST AVAILABLE IMAGES

Defective images within this document are accurate representations of the original documents submitted by the applicant.

Defects in the images include but are not limited to the items checked:

- ☐ **BLACK BORDERS**
- ☐ **IMAGE CUT OFF AT TOP, BOTTOM OR SIDES**
- ☐ **FADED TEXT OR DRAWING**
- ☐ **BLURRED OR ILLEGIBLE TEXT OR DRAWING**
- ☐ **SKEWED/SLANTED IMAGES**
- ☐ **COLOR OR BLACK AND WHITE PHOTOGRAPHS**
- ☐ **GRAY SCALE DOCUMENTS**
- ☐ **LINES OR MARKS ON ORIGINAL DOCUMENT**
- ☐ **REFERENCE(S) OR EXHIBIT(S) SUBMITTED ARE POOR QUALITY**
- ☐ **OTHER:** _____

IMAGES ARE BEST AVAILABLE COPY.

As rescanning these documents will not correct the image problems checked, please do not report these problems to the IFW Image Problem Mailbox.